



# WHO QualityRights

Act, unite and empower for mental health



## QualityRights:

### Transforming services, promoting rights



QualityRights is WHO's global initiative to improve the quality of care provided by mental health and social services and promote the human rights of people with mental health conditions and psychosocial, intellectual or cognitive disabilities<sup>1</sup>. It offers a new approach to mental health care which is rights-based and recovery-oriented.

Within the mental health care context, many people using services are exposed to inhuman living conditions, harmful treatment practices, violence, neglect and abuse. Many are also systematically detained and treated without their informed consent. People report that services do not respond to their needs, nor support them to live the lives they wish to lead in the community - instead their experience leaves them feeling hopeless about their lives and disempowered.

In the wider community context, people with mental health conditions and psychosocial, intellectual or cognitive disabilities are subjected to stigma and extensive inequalities that permeate all aspects of their lives. They are discriminated against in education, employment, housing and social services. They are often excluded from social, cultural and leisure activities and denied the right to fundamental civil and political rights such as the right to marry, have children, to vote or be elected. Also, they are more likely to experience emotional, physical and sexual abuse than the rest of the population.

Through QualityRights, WHO is supporting countries to put in place policies, strategies, laws and services that are in line with international human rights standards including the Convention on the Rights of Persons with Disabilities (CRPD).

*<sup>1</sup> covering dementia, autism and other diagnoses related to mental health*

### What are the objectives?

- 1** Build capacity to combat stigma and discrimination and promote human rights and recovery.
- 2** Promote the participation of persons with lived experience and support civil society.
- 3** Create community-based services and supports that respect and promote human rights.
- 4** Reform national policies and legislation in line with the CRPD and other international human rights standards.



## WHO QualityRights training tools

As part of the QualityRights Initiative, WHO has developed a comprehensive package of core and specialized training materials to build capacity on rights based, person centred care & support for all stakeholders including healthcare workers; people with mental health conditions & psychosocial, intellectual or cognitive disabilities; support persons & families; policymakers; NGOs; organizations of persons with disabilities (OPDs); advocates; lawyers; academics; teachers & students; community & spiritual leaders; and others. *The training modules cover a wide range of issues in the fields of mental health, human rights, legal capacity, recovery & ending coercion.*

### Core modules:



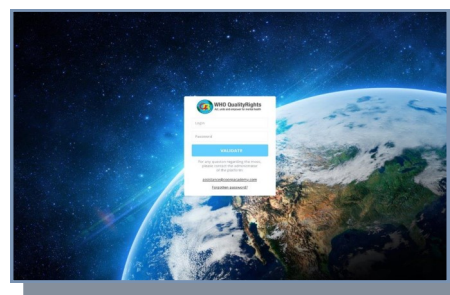
### Specialised modules:



## WHO QualityRights e-Training on mental health, recovery & community inclusion

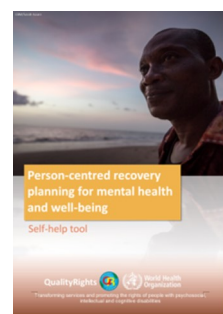
The WHO QualityRights e-training builds on the face-to-face training modules reaching and engaging thousands of people within countries and organisations. It provides an interactive and dynamic environment to build the capacity of stakeholders on critical issues related to mental health, disability, human rights, recovery and community inclusion. The WHO QualityRights e-training is available for individuals and organizations free of cost.

[Link to the QR e-training available on April 12](#)



## WHO tool for person-centred recovery planning

The QualityRights self-help tool for person-centred recovery planning for mental health and well-being guides people through the process of setting up a recovery plan, helping them to identify their dreams and goals, how to create a wellness plan as well as planning ahead for difficult times or crises. The tool has been designed so that people can use it on their own or in collaboration with others. For example it can be used as a framework for dialogue and discussion between people using services and service providers or other supporters.



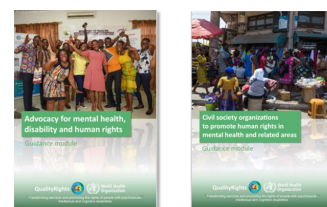
## WHO guidance on peer support

- Peer support groups by and for people with lived experience
- One-to-one peer support by and for people with lived experience



## WHO tools for advocacy and civil society

- Civil society organizations to promote human rights in mental health and related areas
- Advocacy for mental health, disability and human rights



## WHO QualityRights assessment toolkit

The assessment toolkit provides practical information and guidance on the human rights and quality standards to be met in mental health and related services as well as for preparing and conducting an assessment of services, reporting the findings and making appropriate recommendations.

## WHO Guidance on transforming services & promoting human rights

This guidance outlines how mental health & social services can be transformed through a collaborative and participatory process to promote recovery and respect for human rights.

## WHO Guidance and technical packages on rights based community mental health services

This guidance informs all stakeholders of the benefits of community mental health services that are respectful of human rights and focused on recovery. It demonstrates that it is possible to develop these services achieving good health and social outcomes, inspires countries to take action to develop and scale-up these rights-based community mental health services and provides clear guidance on how to do this.

## WHO QualityRights country implementation portal

The portal showcases the wide-ranging actions being undertaken in countries implementing QualityRights and provides a hub for countries to exchange and learn from each other, share information about milestones and achievements, latest activities, strategies as well as QualityRights service assessment reports, translated resources, videos and advocacy materials.

## WHO MiNDbank

WHO MiNDbank is an online platform providing quick and easy access to international resources and national/regional level policies, strategies, laws and service standards for mental health, substance abuse, disability, general health, NCDs, human rights and development, children and youth, and older persons.

## WHO Guidance on rights-based mental health related policy & legislation



**UNDER DEVELOPMENT  
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