



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 disabilities¹. 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).

¹ 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:

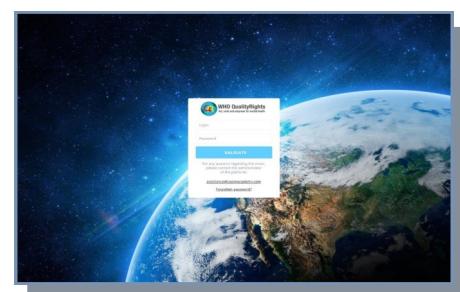


Specialised modules:



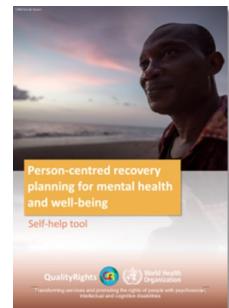
WHO QualityRights e-Training on mental health, recovery & community inclusion

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 here: <https://www.who.int/teams/mental-health-and-substance-use/policy-law-rights/qr-e-training>



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 [QualityRights 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 on transforming services & promoting rights](#) 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 & accompanying technical packages](#) highlight the benefits of rights-based, recovery-focused community mental health services, demonstrate their positive health and social outcomes, and provide clear steps for countries to develop and scale them.



WHO/OHCHR – Mental health, human rights & legislation: guidance and practice

This [WHO/OHCHR document](#) provides guidance to countries for drafting, implementing and evaluating, mental health- related laws in line with international human rights standards.



WHO guidance on mental health policies & strategic action plans

The [WHO Guidance](#) helps countries develop and align mental health policies & plans covering leadership, governance, service delivery, and workforce capacity with human rights, address social determinants, and build inclusive, responsive systems shaped by lived experience.



WHO guidance on policy & strategic actions to protect & promote mental health across government sectors

The [WHO Guidance](#) sets out what government sectors can do to protect & promote mental health both individually and in collaboration with the mental health sector providing clear policy directives, strategic actions & example indicators. It includes one overarching document & specific documents tailored to each sector's role, covering education, employment, justice, social protection, interior & environment among others.



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