

EAOF

7th European Conference on Integrated Care and Assertive Outreach

23-25 June 2025, Copenhagen



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World Health Organization





Urgent need for person-centred & human rights approach in mental health

Pressing issues to address:

- Institutionalisation
- Lack of access to community services
- Use of coercive practices, violence, abuse & neglect
- Denial of peoples' legal capacity - right to decide over own treatment and other areas of life
- Stigma, discrimination and disempowerment in mental health and other services
- Overemphasis on diagnosis & use of medication to manage symptoms and underemphasis on addressing the social and structural determinants impacting people lives

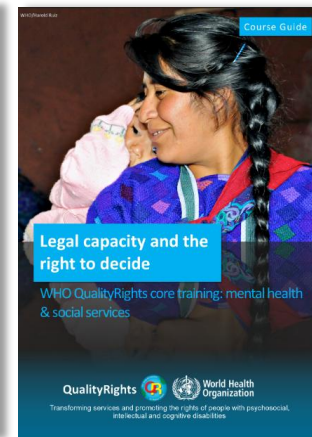
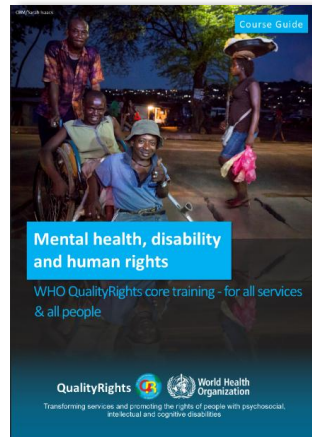
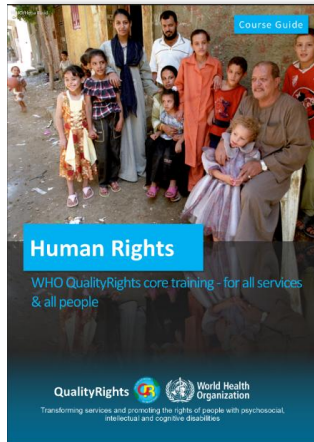


Action areas for reform

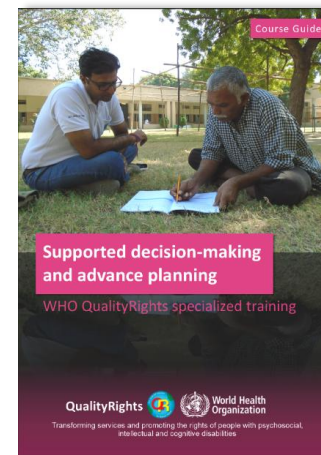
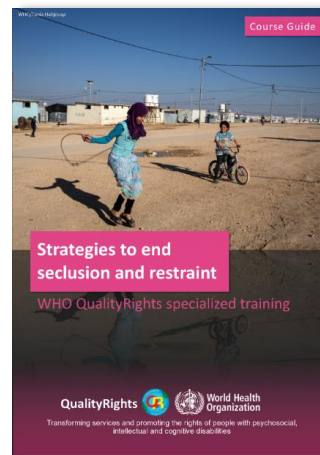
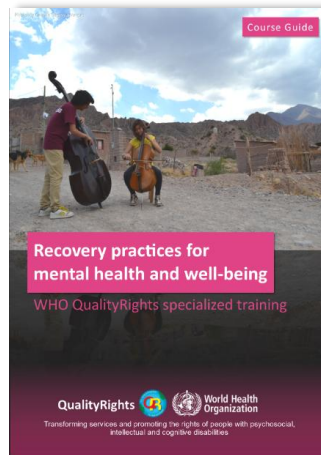
- Build capacity to **combat stigma and discrimination** and promote human rights and recovery
- Create **community-based services** and **supports** that respect and promote human rights
- Promote the **participation of persons with lived experience** and promote civil society
- Reform national **policies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

QualityRights face-to-face training modules

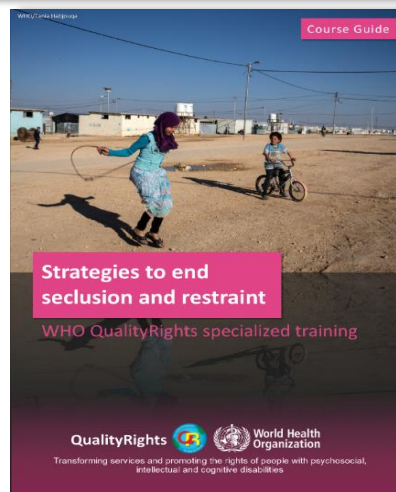
Core modules



Specialized modules



Core and specialized modules - coercion, violence and abuse



Key content covered


- What are violence, coercion and abuse - and in particular seclusion and restraint
- What does the CRPD say about violence, coercion and abuse?
- What are the impacts – including personal experience
- Why are these practices happening
- Challenging assumptions for their use
- Understanding attitudes and power relations
- Key strategies to avoid and defuse conflictual situations
- Communication techniques
- Supportive environments and the use of comfort rooms
- Creating a saying “yes” and “can do” culture
- Individualized plans to explore and respond to sensitivities and signs of distress
- De-escalation of tense and conflictual situations
- Response teams
- Complaints and reporting procedures



QualityRights e-training

WHO QR e-training Mental Health, recovery & community inclusion

- Changing mindsets of whole communities, on massive scale
- Free and open to all
- Available in 13 languages including English, French and Spanish

 **WHO QualityRights**
Act, unite and empower for mental health

Login

Password

VALIDATE

Don't have an account? [Sign Up](#)

For any questions, please contact
assistance@cooracademy.com

[Forgot your password?](#)

- 118,500 People enrolled
- 65,000 have received WHO certificate
- 23% improvement in attitudes aligned with human rights



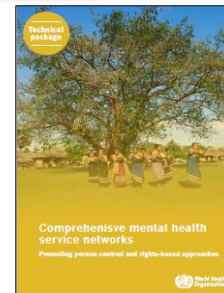
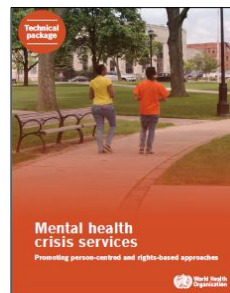
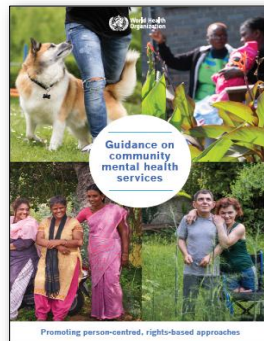
Access QualityRights e-training at:

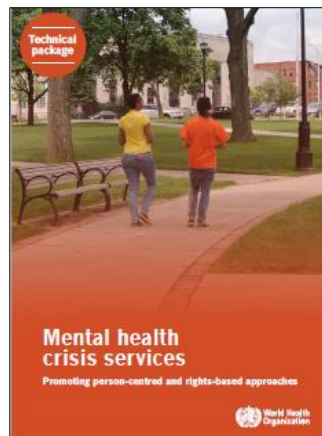
<https://www.who.int/teams/mental-health-and-substance-use/policy-law-rights/qr-e-training>





WHO Guidance on community mental health services: Promoting person-centred & rights-based approaches





- **Afiya House,**
USA
- **Link House,**
UK
- **Open Dialogue,**
Finland
- **Tupu Ake,** NZ

- **BET Unit,**
Blakstad Hospital,
Norway
- **Kliniken**
Landkreis
Heidenheim,
Germany
- **Soteria Berne,**
Switzerland

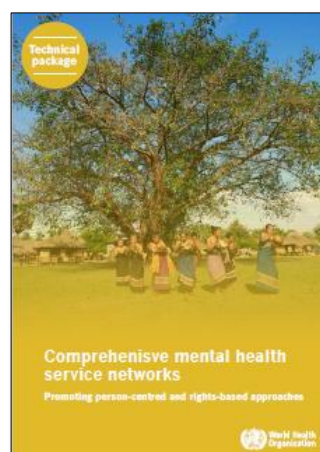
- **CAPS III –**
Brasilândia,
Brazil
- **Aung Clinic,**
Myanmar
- **Phoenix**
Clubhouse,
China, Hong
Kong SAR

- **Hearing Voices**
support groups
- **Nairobi Mind**
Empowerment
Peer Support
Group, Kenya
- **Peer Support**
South East
Ontario, Canada

- **Atmiyata,** India
- **Friendship**
Bench,
Zimbabwe
- **Home Focus,**
Ireland
- **Naya Daur,**
India
- **Personal**
Ombudsman,
Sweden



- **Hand in Hand**
supported living,
Georgia
- **Home Again,**
India
- **KeyRing Living**
Support
Networks
- **Shared Lives,** UK



Mental health networks:

- Campinas, Brazil
- East Lille, France
- Trieste, Italy
- Peru
- Bosnia &
Herzegovina
- Lebanon



WHO Guidance on community mental health Services: Common factors for good practice services

- **Each selected service has embraced the paradigm shift from a biomedical model focused on symptom reduction to a rights-based approach**
- **Services were selected according to human rights criteria relevant for mental health**
 - ✓ Respect people's legal capacity - choice & decisions in treatment, care & support
 - ✓ Use of strategies to end coercion – seclusion, restraint, physical, sexual & emotional abuse
 - ✓ Actively involve and include people in their own care & in running of services
 - ✓ Link people to relevant community services and supports - social protection and disability benefits, housing, employment opportunities etc
 - ✓ Provide person-centered holistic care addressing relationships, work, family, and education – not just diagnosis, medication and symptom reduction
- **Each service had evaluation data demonstrating acceptability & effectiveness**

Assessing & transforming services

QualityRights Assessment toolkit



Guidance - Transforming services & promoting rights





Promote the participation of persons with lived experience & support civil society

- Expertise of persons with lived experience (PLE) crucial for reform
- BUT PLE not invited to:
 - guide policy and law development
 - co-develop and implement services, training, and research
- WHO QualityRights actions for meaningful participation.
 - Creating opportunities to influence policy & legislative processes
 - Building capacities of PLE and OPDs to become experts on rights-based reform
 - Capitalising on the skills of PLE to rollout QualityRights
 - Engaging PLE in the development of WHO normative guidance



Launch event – 30 June 2025

WHO Regional office for Europe is proud to invite you to save the date on 30 June 2025 to join us for the launch of the first-ever WHO/Europe roadmap for integrating the lived and living experience of mental health challenges into mental health policies, services and communities.



Date: 30 June 2025



Time: 10:00–11:30 CEST

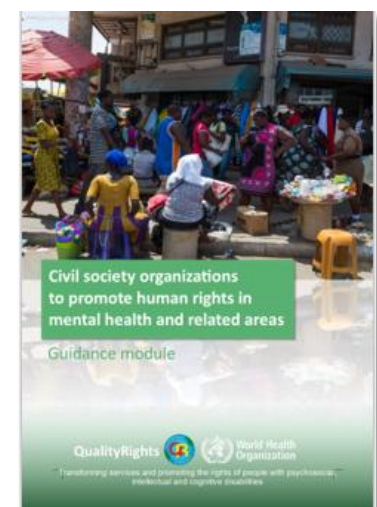
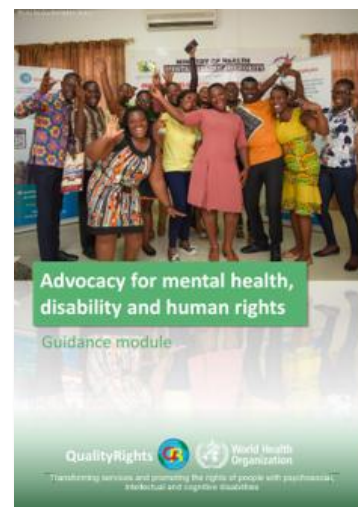
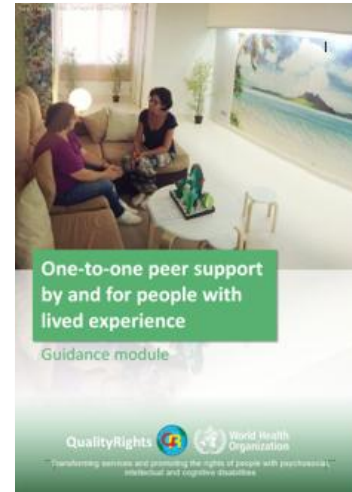


Register now: https://who.zoom.us/webinar/register/WN_P2KEuk-hQ5qowCCC4CRjqA

This launch webinar will introduce the newly developed WHO roadmap, “Transforming mental health through lived experience: a roadmap for integrating lived and living experience into mental health policy, services and communities”, co-created with experts by experience, Mental Health Europe and the Health Service Executive of Ireland.

Engaging with persons with lived experience & civil society

- ✓ Providing (i) one-to-one peer support and (ii) peer support groups
- ✓ (i) Setting-up and operating civil society organizations and (ii) putting in place advocacy campaigns



Rights-based Law Reform

Mental health, human rights and legislation

Guidance and practice



Content

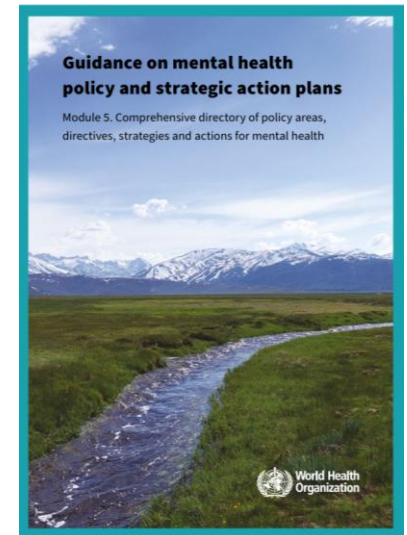
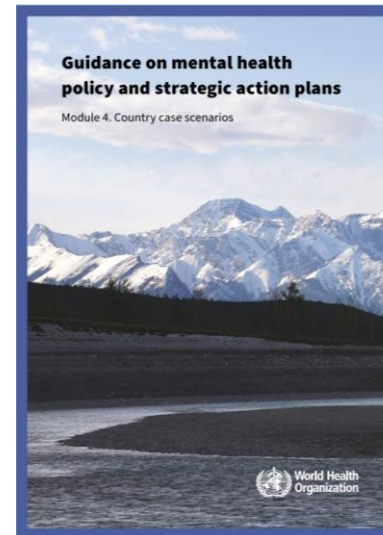
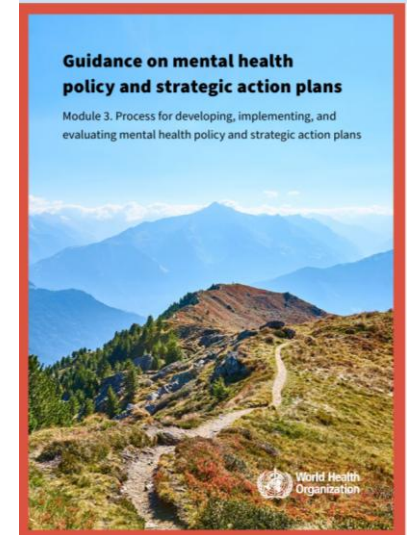
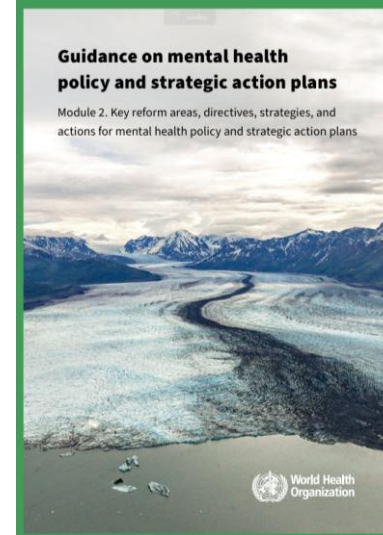
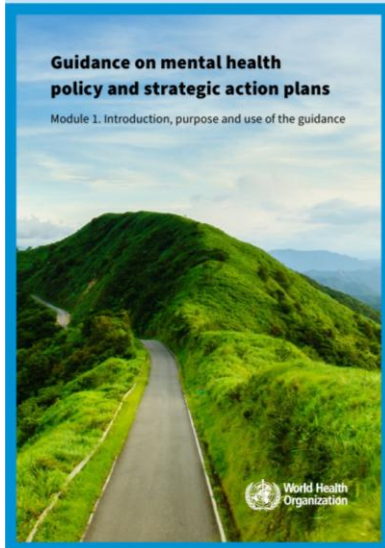
- Ensuring equality and non-discrimination
- Respecting personhood and legal capacity
- Informed consent and eliminating coercive practices
- Access to quality mental health services
- Implementing mental health services in the community
- Ensuring full and effective participation in public decisions
- Ensuring accountability
- Cross-sectoral reform for holistic service provision

Process

- Steps for development, implementation & evaluation



Guidance on mental health policy and strategic action plans



<https://www.who.int/publications/i/item/9789240106819>



WHO QualityRights resources & links

Capacity building

- QR training & guidance materials:
<https://www.who.int/publications/i/item/who-qualityrights-guidance-and-training-tools>
- QR e-training on mental health, recovery & inclusion:
<https://www.who.int/teams/mental-health-and-substance-use/policy-law-rights/qr-e-training>

Creating rights-based community services

- Guidance & technical packages on community mental health services:
<https://www.who.int/publications/i/item/guidance-and-technical-packages-on-community-mental-health-services>
- QR service assessment toolkit:
<https://www.who.int/publications/i/item/9789241548410>
- QR module on transforming services & promoting rights:
<https://www.who.int/publications/i/item/9789241516815>

Participation

- WHO Guidance on one-to-one peer support
<https://apps.who.int/iris/bitstream/handle/10665/329591/9789241516785-eng.pdf>
- WHO Guidance on peer support groups
<https://apps.who.int/iris/bitstream/handle/10665/329594/9789241516778-eng.pdf>
- WHO Guidance setting-up civil society organizations
<https://apps.who.int/iris/bitstream/handle/10665/329589/9789241516808-eng.pdf>
- WHO Guidance on advocacy campaigns
<https://apps.who.int/iris/bitstream/handle/10665/329587/9789241516792-eng.pdf>

Policy and law reform

- WHO/OHCHR Guidance on mental health, human rights & law
<https://www.who.int/publications/i/item/9789240080737>
- WHO Guidance on mental health policies & strategic action plans
<https://www.who.int/publications/i/item/9789240106819>
- WHO Guidance on mental health policies & strategic actions for government sectors- **coming soon**
- QualityRights country implementation portal:
<https://qualityrights.org/>



THANK YOU!