



WHO QualityRights

Good Practice Services:

*Community Based Mental Health Services
Promoting Human Rights and Recovery*

Mental Health Policy and Service development , WHO



Services & supports- good practice Guidance



Services & supports that:

- Operate without coercion
- Respond to people's needs
- Support recovery
- Promote autonomy & inclusion

Evaluation of services & supports:

- Costs
- Outcomes
- Sustainability
- Transferability



Phase 1: Search for good practice services

- Literature review
- Internet search
- WHO networks
- Online consultation

Published Literature Search (En, Sp, Pt, Fr)



Not relevant databases relevant for language and region were used.

Date range: 2005- 2017

5 Key Topics reflecting human rights and recovery approaches were identified

Each topic was searched in all databases.

The search was conducted by topic, using specific and common key words.

The keywords were used in combination with AND/OR to explore the literature.

KEY WORDS UTILIZED IN THE SEARCH					
KEY TOPICS	Consumer involvement	Shared-decision making	Human rights and recovery	Community based models	Respite services
SPECIFIC KEY WORDS PER TOPIC	"peer provider", "peer support", "peer organized", "peer based", "peer run", "peer delivered", "peer led", "peer managed", "peer directed", "user provider", "user support", "user based", "user run", "user led", "user managed", "user directed", "consumer provider", "consumer support", "consumer based", "consumer run", "consumer delivered", "consumer led", "consumer managed", "consumer directed", "Peer Group", "Self-Help Groups", "Psychosocial Support Systems", "Self Help Techniques", "Peer counselling", "Support Groups", "peer assistance programs"	"supported decision", "decision making support", "assisted decision", "patient choice", "patient participation", "patient preference", "patient values", "self-manage", "self-management", "self-managing", "advance directive", "advance planning", "advanced plan", "psychiatric advance directive", "advance statement", "crisis plan", "crisis card" "Decision Support Techniques", "Vulnerable Populations", "Patient Self-Determination Act", "Patient Participation", "Advance Care Planning", "Advance Directive Adherence", "Patient Advocacy", "Consumer Advocacy", "Client Participation", "Patient Autonomy"	"Recovery approach", "Recovery oriented", "Recovery based", "recovery program", "mental health recovery", "psychosocial recovery", "Recovery model", "personal recovery", "human rights", "rights based approach", "human rights approach", "human rights model", "Convention on the Rights of Persons with Disabilities", "CRPD" "Psychiatric Rehabilitation", "Human Rights", "Patient Rights", "Human Rights", "Patient Rights", "Client Rights"	"home treatment", "home-based", "alternative to hospitalization", "alternative to hospitalization", "community based", "community treatment", "community inclusion", "community integration", "social inclusion", "social integration" "Social Support", "Deinstitutionalization", "Transitional Care", "Long-Term Care", "Community Psychiatry", "Social Integration", "Reintegration"	"respite", "time out", "alternative to hospital", "alternative to acute inpatient", "alternative to emergency", "alternative to civil commitment", "crisis intervention", "crisis resolution", "crisis service", "crisis stabilization", "crisis alternatives"
COMMON KEY WORDS TO ALL TOPICS	"service user", "mental health consumer", "lived experience", "patient" "client" "Crisis Intervention Services" "Community Services"	"Community Mental Health Services" "Clubs (Social Organizations)" "Non-profit Organizations" "Community Mental Health"	"Mental Disorders" "Mental Health" "Community Psychiatry", "Mental Health Services"	"Community Mental Health Centers" "Community Psychology" "Network Therapy" "Consumer Organization" "Mental Health Association"	

Internet Search



- ❖ **Languages: English, French, Spanish, Portuguese, Italian**
- ❖ **Search: “Country Name Mental Health Community Services”**
- ❖ **First 10 pages of Google considered in “incognito” mode**
- ❖ **Service Formats:**
 - A. Single Service: e.g. peer support within a larger organization that offers other programs/ services
 - B. Associations/providers: Sets of related services provided by a single organization/ service provider
 - C. Networks: e.g. many service providers/organizations working within a region of a country

Search (continued)

- **WHO networks**
- **Online consultation (March – June 2019)**
- Languages: English, French, Spanish, Portuguese,

Inclusion Criteria for initial pool of services



INCLUSION CRITERIA

1. Must be a specific reference to a mental health service
2. Must include one of the below:
 - Supported Decision making
 - Peer support
 - Legal capacity
 - Recovery
 - User Involvement
 - Low medication/ non pharmacological
 - Alternatives to coercion
 - Community inclusion
 - Community based treatments
 - Mental health respite

Exclusion Criteria for initial pool of services



EXCLUSION CRITERIA

- ❖ Relates to intellectual, cognitive, or physical disabilities, but not specifically in the context of mental health
- ❖ Relates to neurological conditions, but not specifically in the context of mental health
- ❖ Relates to substance use, but not specifically in the context of mental health (services specifically for alcohol and substance abuse are excluded; however, mental health services which may include an alcohol and substance abuse component could still be included)
- ❖ Relates to eating disorders
- ❖ E- interventions
- ❖ Telephone utilization as primary service (hotline)
- ❖ Programmes for support persons
- ❖ Programmes or training for mental health staff or service providers
- ❖ Community inclusion/ supported residential services for individuals that are not specifically for individuals with psychosocial, cognitive, or intellectual disabilities (general residential aged care)
- ❖ Tool specific (advanced planning)
- ❖ Prevention programmes or services
- ❖ Services primarily focused on advocacy for system reform
- ❖ Advertisements

5. Services Identified



919 relevant services identified based on inclusion criteria

- 482 Services from literature search and internet search and WHO networks
- 437 from the online consultation
- **All were included for screening using Human Rights and Recovery criteria**

Phase 2:

Selection of services meeting minimum of 2 human rights and recovery standards to narrow down pool of services

Screening of services by human rights & recovery standards – minimum meeting 2 standards



Human rights and recovery standards

1. **Legal Capacity:** autonomy, independent decision making, fostering independence,
2. **Non Coercive Practices:** explicit reference to implementing services without coercion, force, restraint, etc.
3. **Lived Experiences:** peer support, users involved in the development and implementation of service
4. **Community Inclusion:** direct links to community, offers additional services, cultural practice inclusion, development of networks
5. **Recovery:** Supporting people to regain control, Person-centered care, promoting meaningful relationships in life, hope for the future, empowerment

6. Screening Results Overview



ALL IDENTIFIED RELEVANT SERVICES

- **Screening Standards**
 - Legal Capacity
 - Non- Coercion
 - Lived Experience
 - Community Inclusion
 - Recovery Oriented
- **Of the 919 relevant services identified**
- **413 services met minimum of 2 criteria**

Phase 3: Categorising identified services by type according to different functions



1. **Crisis response**
 - respite/residential
 - Teams
2. **Non-crisis residential/community houses**
 - Short term
 - Long term
3. **Community based mental health services**
 - A. **Centres**
 - Day consultation
 - Day consultation & residential
 - Day consultation with mobile outreach
 - B. **Community outreach**
 - Mobile community outreach
 - Home community outreach
 - C. **Personal assistance**
4. **Primary care integrated mental health**
5. **Hospital based services**
 - Inpatient
 - Outpatient
 - Transition
 - Outreach
 - All inclusive
6. **Peer support**
 - One-to-one
 - Group support
 - Drop-in support
 - Both one-to-one and group
7. **Associations/provider groups**
8. **Regional network of services**
9. **Models**
10. **Programmes**

Phase 6: Selection of good practice services for guidance



Factors for consideration in selection

- Services with highest ratings on human rights and recovery standards
- Services with robust data and evaluation
- Services in diverse regions
- Services offering a unique feature that other services do not.

Phase 7: Validation of good practice services



Options for on the ground validation of services?

- Ask WHO networks of different stakeholders (inc. people with lived experience) to identify people who know the service and request their opinion on degree to which summary matches the services reality
- Organize visit by independent group of stakeholders
- Conduct observation/interviews with aspects of QR assessment toolkit
- Combination of methods

Phase 8: Write up of services



A. At a glance overview

B. Local context

C. Description of the service

D. Core principles and values underlying the service

E. Cost of the service

F. Service evaluation

- i. Effectiveness
- ii. Efficiency

G. Sustainability

H. Transferability

A. More information and useful links

Phase 9: Write up of document



1. Introduction
2. Recovery approach and key international human rights standards
3. Criteria for good practice services and for selection in document
4. Section describing good practice services
 - Single mental health services
 - Associations or provider groups providing multiple services
 - Regional network services

Phase 9: Write up of document



5. Implications for ALL services of transferability and sustainability in different economic, cultural and social, political and economic contexts.
6. What is required from governments & other stakeholders to implement these reforms?
 - Building bridges between current system and good practice services
 - Mentality around what health means and how to achieve it, including critical thinking and who are the experts
 - Including and funding the good practice services within context of UHC
 - Training including undergraduate and graduate training and all stakeholders and whole community
 - Promote the right tools

Phase 9: Write up of document



7. Research going forward

- Need a different set of research questions
- Need to research and evaluate human rights based approaches in mental health
- Promote research carried out by and with people with lived experience and psychosocial disability

8. Concluding section

Thank you!

Phases of Development



Phase 1: Search for good practice community based mental health services

Phase 2: Selection of services meeting minimum human rights and recovery standards to narrow down pool of services

Phase 3: Classification of services into different 'service types' according to functions

Phase 4: Identification of services within each 'service type' meeting more strict human rights and recovery criteria

Phase 5: Establishing criteria in order to select good practices

Phase 6: Selection of services for document reflecting as much as possible different service types, and geographic representation.

Phase 7: Validation of good practices – write-ups of services can be different from the reality on the ground

Phase 8: Write – up of individual services as well as examples of networks of services provided by regions or associations

Phase 9: Preparation of Service Guidance

Phase 10: Launch of Good Practice Guidance

Progress



Completed

Identification of services (En, Fr, Sp, Pt)

- Published Literature Review
- Google Search
- Randomly Identified Services
- Online consultation

Selection of services meeting minimum of 2 human rights and recovery standards

Classification of services into different service types

To be completed

- **Identification of services within each 'service type' meeting more strict human rights and recovery criteria – in progress**
- **Validation of good practice service selection**
- **Final selection** of services for document
- **Write – Up of individual services**
- **Write – up of good practices document**
- **Launch and Dissemination**