



QualityRights

WHO QualityRights Tool Kit

Assessing and improving quality
and human rights in mental
health and social care facilities

Facility-based
assessment report



**World Health
Organization**

WHO Library Cataloguing-in-Publication Data

WHO qualityrights tool kit: assessing and improving quality and human rights in mental health and social care facilities.

1.Mental health. 2.Mental health services - standards. 3.Human rights. 4.Quality of health care.
5.National health programs I.World Health Organization.

ISBN 978 92 4 154841 0

(NLM classification: WM 30)

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Preferred citation:

WHO QualityRights tool kit to assess and improve quality and human rights in mental health and social care facilities. Geneva, World Health Organization, 2012.

Instructions for completing a report

This reporting form was designed to help the assessment committee document systematically the extent to which each of the five themes was realized in a specific mental health facility. It is designed to guide and orient the assessment team in reporting their findings for a particular facility, but it is not prescriptive: certain elements may be added, omitted, reorganized or reformatted, according to the facility assessed and the requirements of the assessment team.

The report has five sections:

Executive summary: An overview of the purpose, methods, results and recommendations of the assessment conducted in the facility

Methodology: An overview of the evaluation, scoring, assessment and reporting on the facility

Results: Tables of the results of scoring the facility on the basis of interviews, review of documentation and observation

The tables given in this report facilitate scoring of the themes in terms of five levels of achievement:

| Level of achievement | Description |
|-----------------------------|---|
| Achieved in full (A/F) | There is evidence that the criterion, standard or theme has been fully realized. |
| Achieved partially (A/P) | There is evidence that the criterion, standard or theme has been realized, but some improvement is necessary. |
| Achievement initiated (A/I) | There is evidence that steps have been taken to fulfil the criterion, standard or theme, but significant improvement is necessary. |
| Not initiated (N/I) | There is no evidence of attempts or steps towards fulfilling the criterion, standard or theme. |
| Not applicable (N/A) | The criterion, standard or theme does not apply to the facility in question (e.g. rating sleeping quarters for outpatient or day treatment facilities). |

The assessment team should begin by assessing the criteria on which standards are scored after informed, deliberative discussion and consensus, from the interviews, the document review and observations by members of the team. Once the team has agreed on the score for each criterion under a standard, these are collectively subjectively weighted and averaged to derive the score for that particular standard. The team should bear in mind that there is no mathematical formula for combining criteria scores for a standard, as there are various combinations of scores, and the score might depend on subjective weighting of certain criteria.

Discussion: A comprehensive discussion of the findings of the assessment team, to accompany and complement the results scoring section. This will give explanations for the rankings and provide a more thorough analysis of what was found, including details of good and bad practices. It will usually include direct quotations of what people have said and provide a nuanced, qualitative view of the findings.

Conclusions and recommendations: The main conclusions reached by the team, including any violations of human rights in the facility and any good practice that was noted. It also lists recommendations and suggests next steps.

Throughout the document, comparisons are to be made with a general health facility of the same or a similar category, which will have been assessed and scored by each member of the assessment team in order to provide a valid comparison against which to measure mental health facilities and to reduce subjectivity both within and across assessment groups when country-wide results are collated.

ACKNOWLEDGEMENTS

The principal authors of the tool kit were Michelle Funk and Natalie Drew, Mental Health Policy and Service Development, Department of Mental Health and Substance Abuse, World Health Organization (WHO), Geneva, Switzerland.

Technical guidance and reviews were provided by:

- Melvyn Freeman, National Department of Health, South Africa
- Achmat Moosa Salie, World Network of Users and Survivors of Psychiatry, Ubuntu Centre South Africa, Cape Town, South Africa
- Anne Marie Robb, Ubuntu Centre South Africa, South Africa
- Judith Cohen, South African Human Rights Commission, South Africa
- Christine Ogaranko, Canada
- J. Ramón Quirós, Ministry of Health and Health Care, Principality of Asturias' Government, Spain
- Japheth Ogamba Makana, MindFreedom, Kenya
- Sawsan Najjir, MindFreedom, Kenya
- Charlene Sunkel, Gauteng Consumer Advocacy Movement; Chairperson, South African Mental Health Advocacy Movement, South Africa
- Sylvester Katontoka, Mental Health Users Network of Zambia
- Tomás Lopéz Corominas, Hierbabuena, Oviedo Association for Mental Health, Spain
- Helena Nygren Krug, WHO, Geneva, Switzerland
- Gemma Griffin, Mental Health and Addiction, Southern District Health Board, New Zealand
- Shekhar Saxena, WHO, Geneva, Switzerland
- David Crepaz-Keay, Mental Health Foundation, United Kingdom
- Javier Vasquez, WHO Regional Office for the Americas, Washington DC, United States
- Jose Miguel Caldas de Almeida, Faculty of Medical Sciences, New University of Lisbon, Portugal
- Soumitra Pathare, Ruby Hall Clinic, Pune, India
- Benedetto Saraceno, University Nova of Lisbon, Portugal; Global Initiative on Psychiatry, The Netherlands

We also wish to thank the following people for their expert opinion and technical input:

- Victor Aparicio, WHO Subregional Office, Panama
- Gunilla Backman, London School of Hygiene and Tropical Medicine, United Kingdom
- Laurent Benedetti, University of Massachusetts Medical School, United States
- Laura Bennett, Severn Deanery School of Psychiatry, United Kingdom
- Benjamin E. Berkman, Department of Bioethics, National Institutes of Health, United States
- Mrs Barbara Bernath, Association for the Prevention of Torture, Switzerland
- Andrea Bruni, WHO Country Office, Ethiopia
- Judith Bueno de Mesquita, University of Essex Law School, Colchester, United Kingdom
- Vijay Chandra, WHO Regional Office for South-East Asia, New Delhi, India
- Hugo Cohen, WHO Subregional Office, Argentina
- Sebastiana Da Gama Nkomo, WHO Regional Office for Africa, Brazzaville, Republic of the Congo
- Julian Eaton, CBM West Africa Regional Office, Togo
- Marta Ferraz, National Programme for Mental Health, Ministry of Health, Portugal
- Lance Gable, Wayne State University Law School, Detroit, Michigan, United States
- Amelia Concepción González López, Public Health and Participation, Principality of Asturias, Spain
- Lawrence Gostin, O'Neill Institute for National and Global Health Law, Georgetown University, Washington DC, United States
- Paul Hunt, University of Essex Human Rights Centre, Colchester, United Kingdom
- Shadi Jaber, Mental Health Families and Friends Society, West Bank and Gaza Strip
- Jan Paul Kwasik, Orygen Youth Health, Melbourne, Australia

- Caroline Fei-Yeng Kwok, Canada
- Oliver Lewis, Mental Disability Advocacy Centre, Budapest, Hungary
- Aiysha Malik, University of Oxford, United Kingdom
- Angélica Monreal, National Commission for the Protection of People with Mental Illnesses, Chile
- Maristela Monteiro, WHO Regional Office for the Americas, Washington DC, United States
- Matthijs Muijen, WHO Regional Office for Europe, Copenhagen, Denmark
- Jamil Nassif, Salfit Community Mental Health Center, Ministry of Health, West Bank and Gaza Strip
- Alana Officer, WHO, Geneva, Switzerland
- Ionela Petrea, Trimbos Institute WHO Collaborating Centre, The Netherlands
- Matt Pollard, Association for the Prevention of Torture, Geneva, Switzerland
- Jorge Rodriguez, WHO Regional Office for the Americas, Washington DC, United States
- Diana Rose, Institute of Psychiatry, King's College London, United Kingdom
- Khalid Saeed, WHO Regional Office for the Eastern Mediterranean, Cairo, Egypt
- Tom Shakespeare, WHO, Geneva, Switzerland
- Jessica Sinclair, Maxwell Stamp PLC, United Kingdom
- Sarah Skeen, WHO, Geneva, Switzerland
- Peter Stastny, Global Mental Health Program/RedeAmericas, Columbia University, New York City, United States
- Kanna Sugiura, WHO, Geneva, Switzerland
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- Stephen Tang, Australian National University, Canberra, Australia
- Graham Thornicroft, Institute of Psychiatry, King's College London, United Kingdom
- Anil Vartak, Schizophrenia Awareness Association, Pune, India
- Henrik Wahlberg, Stockholm County Council, Centre for Transcultural Psychiatry, Stockholm, Sweden
- Simon Walker, Office of the High Commissioner for Human Rights, Geneva, Switzerland
- Xiangdong Wang, WHO Regional Office for the Western Pacific, Manila, Philippines
- Narelle Wickham, Justice Health, Canberra, Australia
- Moody Zaky, Comet General Hospital, Egypt

Administrative and secretarial support: Patricia Robertson

Graphic design and layout: Inis Communication, www.iniscommunication.com

Financial support from the Government of Spain and Portugal is gratefully acknowledged

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Executive summary

Purpose

This section should briefly present the content of the report.

Methods

This section should contain a brief outline of when and how the team was put together, generally what they did and how and a brief description of the visit to the facility (e.g. how many staff, service users and family members, friends or carers¹ were interviewed and the kinds of observations made). This section will be expanded upon in the body of the report.

Results

A brief overview should be given of the findings for each theme, which may be summarized in a table as follows:

| Theme | Rating |
|---|-----------------------------|
| Theme 1: The right to an adequate standard of living (Article 28 of the CRPD) | Not applicable (N/A) |
| Theme 2: The right to enjoyment of the highest attainable standard of physical and mental health (Article 25 of the CRPD) | Achieved partially (A/P) |
| Theme 3: The right to exercise legal capacity and the right to personal liberty and security of person (Articles 12 and 14 of the CRPD) | Not initiated (N/I) |
| Theme 4: Freedom from torture or cruel, inhuman or degrading treatment or punishment and from exploitation, violence and abuse (Articles 15 and 16 of the CRPD) | Achievement initiated (A/I) |
| Theme 5: The right to live independently and be included in the community (Article 19 of the CRPD) | Achievement initiated (A/I) |

Discussion

A brief discussion of the above results should be included, with any qualitative findings that illustrate the overall situation in the facility. Quotations and anecdotes may be used sparingly to illustrate broad findings, to be expanded on in the body of the report.

Conclusions and recommendations

The general human rights situation and the quality of mental health services in the facility can be commented on, and areas in which improvement is recommended should be listed.

¹ Throughout this document, the term 'family members' is used to include friends and carers.

Methodology

This section should comprise a brief outline of the methods used during the assessment process including:

Selection, composition, roles and responsibilities of the assessment team

- how the team was put together
- names and professions
- declarations of interests
- roles allocated to each member and how and why those allocations were made. For example, the team might decide that the service users on the team are best placed to interview other service users.
- any training given to team members, including in human rights, mental health legislation and use of the monitoring tool and of the scoring criteria.

Preliminary meeting of the assessment team

- location and date(s);
- documents reviewed, with a list and notes on any important documents that were unavailable or inexistent;
- whether the facility was monitored previously, with a summary of the relevant findings of that visit; and
- any ethical considerations, including ethics committee approval and consent forms.

The visit

- Preparatory contact with the facility: whether and how much notice was given to the facility and what form such notification took and how the facility responded to the notification
- Location and date of the visit
- The observations that were made and those that were not
- Interviewing:
 - How many staff, service users and family members were interviewed (see sample below). It is important to document any difference between the planned and the actual numbers of interviews conducted, stating why more or fewer interviews were conducted.
 - The process for selecting interviewees
 - Any practical issues, positive and negative, that arose during the interviews. For example, were there appropriate private areas to talk in, and were staff helpful in suggesting appropriate service users to interview?

Reminder

The numbers of people interviewed depend on the number of service users and staff associated with the facility, the overall size of the facility and the number of units it comprises. For example:

- If only six service users receive services from a facility, all of them (100%) should be interviewed.
- If there are 16 service users, a minimum of eight (50%) should be interviewed.
- If there are 40 service users or more, at least 12 (approximately 30%) should be interviewed.
- The number of interviews to be conducted with family members (or friends or carers) can be determined by halving the number of interviews planned with service users. Thus, in the scenarios above, the number of family members to be interviewed would be three (50% of the number of service users), four (50%) and six (50%).
- The numbers of staff to be interviewed can be determined on the basis of the same proportions used for service users

These proportions are only guides. It might be unnecessary to conduct the predetermined number of interviews if the assessment team considers that it has gathered sufficient information to ascertain the quality and human rights conditions of the facility. For example, there is no point in interviewing people if the interviews do not provide important additional information. Therefore, with probable dropouts and withholding of consent, there will often be a difference between the planned and the actual numbers of interviews conducted.

It is not mandatory to conduct interviews for general health facilities. Comparisons between mental health and general health facilities can be made based on observation. However, for a more in-depth comparison, interviews may also be conducted for general health facilities using the above proportions as a guide.

Sample: numbers of interviews to be conducted in an inpatient facility

| Name and Location of Facility | No. of Staff | No. of Service Users | Date and time of Visit | Staff Interviews | | User Interviews | | Family (or friends or carers) Interviews | |
|-----------------------------------|--------------|----------------------|----------------------------------|------------------|------------------|-----------------|------------------|--|------------------|
| | | | | <i>Planned</i> | <i>Conducted</i> | <i>Planned</i> | <i>Conducted</i> | <i>Planned</i> | <i>Conducted</i> |
| [Facility name and location here] | 5 | 40 | 8 January 2012 13.00 to 16.00 | 5 | 3 | 12 | 10 | 6 | 4 |

Meeting of the committee after a visit

- date and location
- which members were present
- the role of each member, for example, who filled in the quantitative reporting form
- the topics discussed at the meeting
- how scores were determined and how subjectivity was accounted for in scoring

Results

Theme 1

The right to an adequate standard of living (Article 28 of the Convention on the Rights of Persons with Disabilities (CRPD))

Overall scores:

Mental health services: A/F A/P A/I N/I N/A

General health services: A/F A/P A/I N/I N/A

Standards

1.1 The building is in good physical condition.

Mental health: A/F A/P A/I N/I N/A

General health: A/F A/P A/I N/I N/A

1.2 The sleeping conditions of service users are comfortable and allow sufficient privacy.

Mental health: A/F A/P A/I N/I N/A

General health: A/F A/P A/I N/I N/A

1.3 The facility meets hygiene and sanitary requirements.

Mental health: A/F A/P A/I N/I N/A

General health: A/F A/P A/I N/I N/A

1.4 Service users are given food, safe drinking-water and clothing that meet their needs and preferences.

Mental health: A/F A/P A/I N/I N/A

General health: A/F A/P A/I N/I N/A

1.5 Service users can communicate freely, and their right to privacy is respected.

Mental health: A/F A/P A/I N/I N/A

General health: A/F A/P A/I N/I N/A

1.6 The facility provides a welcoming, comfortable, stimulating environment conducive to active participation and interaction.

Mental health: A/F A/P A/I N/I N/A

General health: A/F A/P A/I N/I N/A

1.7 Service users can enjoy fulfilling social and personal lives and remain engaged in community life and activities.

Mental health: A/F A/P A/I N/I N/A

General health: A/F A/P A/I N/I N/A

Theme 1, standard 1.1

| | Mental health facility | | General health facility | |
|--|---------------------------------|------------------------|---------------------------------|------------------------|
| | Score | Additional information | Score | Additional information |
| Standard 1.1. The building is in good physical condition. (Score this standard after assessing each criterion below.) | A/F A/P A/I N/I N/A | | A/F A/P A/I N/I N/A | |
| <i>Criteria and actions required to achieve this standard</i> | | | | |
| Criterion 1.1.1. The building is in a good state of repair (e.g. windows are not broken, paint is not peeling from the walls). | A/F A/P A/I N/I N/A | | A/F A/P A/I N/I N/A | |
| Criterion 1.1.2. The building is accessible for people with physical disabilities. | A/F A/P A/I N/I N/A | | A/F A/P A/I N/I N/A | |
| Criterion 1.1.3. The building's lighting (artificial and natural), heating and ventilation provide a comfortable living environment. | A/F A/P A/I N/I N/A | | A/F A/P A/I N/I N/A | |
| Criterion 1.1.4. Measures are in place to protect people against injury through fire. | A/F A/P A/I N/I N/A | | A/F A/P A/I N/I N/A | |

Theme 1, standard 1.2

| | Mental health facility | | General health facility | |
|---|---------------------------------|------------------------|---------------------------------|------------------------|
| | Score | Additional information | Score | Additional information |
| Standard 1.2. The sleeping conditions of service users are comfortable and allow sufficient privacy. (Score this standard after assessing each criterion below.) | A/F A/P A/I N/I N/A | | A/F A/P A/I N/I N/A | |
| <i>Criteria and actions required to achieve this standard</i> | | | | |
| Criterion 1.2.1. The sleeping quarters provide sufficient living space per service user and are not overcrowded. | A/F A/P A/I N/I N/A | | A/F A/P A/I N/I N/A | |
| Criterion 1.2.2. Men and women as well as children and older persons have separate sleeping quarters. | A/F A/P A/I N/I N/A | | A/F A/P A/I N/I N/A | |
| Criterion 1.2.3. Service users are free to choose when to get up and when to go to bed. | A/F A/P A/I N/I N/A | | A/F A/P A/I N/I N/A | |
| Criterion 1.2.4. The sleeping quarters allow for the privacy of service users. | A/F A/P A/I N/I N/A | | A/F A/P A/I N/I N/A | |
| Criterion 1.2.5. Sufficient numbers of clean | A/F | | A/F | |

| | | |
|---|-----|-----|
| blankets and bedding are available to service users. | A/P | A/P |
| | A/I | A/I |
| | N/I | N/I |
| | N/A | N/A |
| Criterion 1.2.6. Service users can keep personal belongings and have adequate lockable space to store them. | A/F | A/F |
| | A/P | A/P |
| | A/I | A/I |
| | N/I | N/I |
| | N/A | N/A |

Theme 1, standard 1.3

| | Mental health facility | | General health facility | |
|--|------------------------|------------------------|-------------------------|------------------------|
| | Score | Additional information | Score | Additional information |
| Standard 1.3. The facility meets hygiene and sanitary requirements. (Score this standard after assessing each criterion below.) | A/F | | A/F | |
| | A/P | | A/P | |
| | A/I | | A/I | |
| | N/I | | N/I | |
| | N/A | | N/A | |
| <i>Criteria and actions required to achieve this standard</i> | | | | |
| Criterion 1.3.1. The bathing and toilet facilities are clean and working properly. | A/F | | A/F | |
| | A/P | | A/P | |
| | A/I | | A/I | |
| | N/I | | N/I | |
| | N/A | | N/A | |
| Criterion 1.3.2. The bathing and toilet facilities allow privacy, and there are separate facilities for men and women. | A/F | | A/F | |
| | A/P | | A/P | |
| | A/I | | A/I | |
| | N/I | | N/I | |
| | N/A | | N/A | |
| Criterion 1.3.3. Service users have regular access to bathing and toilet facilities. | A/F | | A/F | |
| | A/P | | A/P | |
| | A/I | | A/I | |
| | N/I | | N/I | |
| | N/A | | N/A | |
| Criterion 1.3.4. The bathing and toileting needs of service users who are bedridden or who have impaired mobility or other physical disabilities are accommodated. | A/F | | A/F | |
| | A/P | | A/P | |
| | A/I | | A/I | |
| | N/I | | N/I | |
| | N/A | | N/A | |

Theme 1, Standard 1.4

| | Mental health facility | | General health facility | |
|---|------------------------|------------------------|-------------------------|------------------------|
| | Score | Additional information | Score | Additional information |
| Standard 1.4. Service users are given food, safe drinking-water and clothing that meet their needs and preferences. (Score this standard after assessing each criterion below.) | A/F | | A/F | |
| | A/P | | A/P | |
| | A/I | | A/I | |
| | N/I | | N/I | |
| | N/A | | N/A | |
| <i>Criteria and actions required to achieve this standard</i> | | | | |
| Criterion 1.4.1. Food and safe drinking-water are available in sufficient quantities, are of good quality and meet with the service user's cultural preferences and physical health requirements. | A/F | | A/F | |
| | A/P | | A/P | |
| | A/I | | A/I | |
| | N/I | | N/I | |
| | N/A | | N/A | |
| Criterion 1.4.2. Food is prepared and served under satisfactory conditions, and eating areas are culturally appropriate and reflect the eating arrangements in the community. | A/F | | A/F | |
| | A/P | | A/P | |
| | A/I | | A/I | |
| | N/I | | N/I | |
| | N/A | | N/A | |
| Criterion 1.4.3. Service users can wear their own clothing and shoes (day wear and night wear). | A/F | | A/F | |
| | A/P | | A/P | |
| | A/I | | A/I | |
| | N/I | | N/I | |
| | N/A | | N/A | |
| Criterion 1.4.4. When service users do not have their own clothing, good-quality clothing is provided that meets the person's cultural preferences and is suitable for the climate. | A/F | | A/F | |
| | A/P | | A/P | |
| | A/I | | A/I | |
| | N/I | | N/I | |
| | N/A | | N/A | |

Theme 1, Standard 1.5

| | Mental health facility | | General health facility | |
|---|------------------------|------------------------|-------------------------|------------------------|
| | Score | Additional information | Score | Additional information |
| Standard 1.5. Service users can communicate freely, and their right to privacy is respected. (Score this standard after assessing each criterion below.) | A/F | | A/F | |
| | A/P | | A/P | |
| | A/I | | A/I | |
| | N/I | | N/I | |
| | N/A | | N/A | |

Criteria and actions required to achieve this standard

| | | | | |
|--|-----|--|-----|--|
| Criterion 1.5.1. Telephones, letters, e-mails and the Internet are freely available to service users, without censorship. | A/F | | A/F | |
| | A/P | | A/P | |
| | A/I | | A/I | |
| | N/I | | N/I | |
| | N/A | | N/A | |
| Criterion 1.5.2. Service users' privacy in communications is respected. | A/F | | A/F | |
| | A/P | | A/P | |
| | A/I | | A/I | |
| | N/I | | N/I | |
| | N/A | | N/A | |
| Criterion 1.5.3. Service users can communicate in the language of their choice, and the facility provides support (e.g. translators) to ensure that the service users can express their needs. | A/F | | A/F | |
| | A/P | | A/P | |
| | A/I | | A/I | |
| | N/I | | N/I | |
| | N/A | | N/A | |
| Criterion 1.5.4. Service users can receive visitors, choose who they want to see and participate in visits at any reasonable time. | A/F | | A/F | |
| | A/P | | A/P | |
| | A/I | | A/I | |
| | N/I | | N/I | |
| | N/A | | N/A | |

Criterion 1.5.5. Service users can move
freely around the facility.

A/F
A/P
A/I
N/I
N/A

A/F
A/P
A/I
N/I
N/A

Theme 1, Standard 1.6

| | Mental health facility | | General health facility | |
|--|------------------------|------------------------|-------------------------|------------------------|
| | Score | Additional information | Score | Additional information |
| Standard 1.6. The facility provides a welcoming, comfortable, stimulating environment conducive to active participation and interaction. (Score this standard after assessing each criterion below.) | A/F | | A/F | |
| | A/P | | A/P | |
| | A/I | | A/I | |
| | N/I | | N/I | |
| | N/A | | N/A | |
| <i>Criteria and actions required to achieve this standard</i> | | | | |
| Criterion 1.6.1. There are ample furnishings, and they are comfortable and in good condition. | A/F | | A/F | |
| | A/P | | A/P | |
| | A/I | | A/I | |
| | N/I | | N/I | |
| | N/A | | N/A | |
| Criterion 1.6.2. The layout of the facility is conducive to interaction between and among service users, staff and visitors. | A/F | | A/F | |
| | A/P | | A/P | |
| | A/I | | A/I | |
| | N/I | | N/I | |
| | N/A | | N/A | |
| Criterion 1.6.3. The necessary resources, including equipment, are provided by the facility to ensure that service users have opportunities to interact and participate in leisure activities. | A/F | | A/F | |
| | A/P | | A/P | |
| | A/I | | A/I | |
| | N/I | | N/I | |
| | N/A | | N/A | |
| Criterion 1.6.4. Rooms within the facility are specifically designated as leisure areas for service users. | A/F | | A/F | |
| | A/P | | A/P | |
| | A/I | | A/I | |
| | N/I | | N/I | |

N/A

N/A

Theme 1, Standard 1.7

| | Mental health facility | | General health facility | |
|--|---------------------------------|------------------------|---------------------------------|------------------------|
| | Score | Additional information | Score | Additional information |
| Standard 1.7. Service users can enjoy fulfilling social and personal lives and remain engaged in community life and activities. (Score this standard after assessing each criterion below.) | A/F A/P A/I N/I N/A | | A/F A/P A/I N/I N/A | |
| <i>Criteria and actions required to achieve this standard</i> | | | | |
| Criterion 1.7.1. Service users can interact with other service users, including members of the opposite sex. | A/F A/P A/I N/I N/A | | A/F A/P A/I N/I N/A | |
| Criterion 1.7.2. Personal requests, such as to attend weddings or funerals, are facilitated by staff. | A/F A/P A/I N/I N/A | | A/F A/P A/I N/I N/A | |
| Criterion 1.7.3. A range of regularly scheduled, organized activities are offered in both the facility and the community that are relevant and age-appropriate. | A/F A/P A/I N/I N/A | | A/F A/P A/I N/I N/A | |
| Criterion 1.7.4. Staff provide information to service users about | A/F A/P | | A/F A/P | |

activities in the community and
facilitate their access to those activities.

A/I
N/I
N/A

A/I
N/I
N/A

Criterion 1.7.5. Staff facilitate service
users' access to entertainment outside
of the facility, and entertainment from
the community is brought into the
facility.

A/F
A/P
A/I
N/I
N/A

A/F
A/P
A/I
N/I
N/A

Theme 2

The right to enjoyment of the highest attainable standard of physical and mental health (Article 25 of the CRPD)

Overall scores:

| | | | | | |
|---------------------------------|------------|------------|------------|------------|------------|
| Mental health services: | A/F | A/P | A/I | N/I | N/A |
| <i>General health services:</i> | <i>A/F</i> | <i>A/P</i> | <i>A/I</i> | <i>N/I</i> | <i>N/A</i> |

Standards

- 2.1 Facilities are available to everyone who requires treatment and support.
- | | | | | | |
|------------------------|------------|------------|------------|------------|------------|
| Mental health: | A/F | A/P | A/I | N/I | N/A |
| <i>General health:</i> | <i>A/F</i> | <i>A/P</i> | <i>A/I</i> | <i>N/I</i> | <i>N/A</i> |
- 2.2 The facility has skilled staff and provides good-quality mental health services.
- | | | | | | |
|------------------------|------------|------------|------------|------------|------------|
| Mental health: | A/F | A/P | A/I | N/I | N/A |
| <i>General health:</i> | <i>A/F</i> | <i>A/P</i> | <i>A/I</i> | <i>N/I</i> | <i>N/A</i> |
- 2.3 Treatment, psychosocial rehabilitation and links to support networks and other services are elements of a service user-driven recovery plan and contribute to a service user's ability to live independently in the community.
- | | | | | | |
|------------------------|------------|------------|------------|------------|------------|
| Mental health: | A/F | A/P | A/I | N/I | N/A |
| <i>General health:</i> | <i>A/F</i> | <i>A/P</i> | <i>A/I</i> | <i>N/I</i> | <i>N/A</i> |
- 2.4 Psychotropic medication is available, affordable and used appropriately.
- | | | | | | |
|------------------------|------------|------------|------------|------------|------------|
| Mental health: | A/F | A/P | A/I | N/I | N/A |
| <i>General health:</i> | <i>A/F</i> | <i>A/P</i> | <i>A/I</i> | <i>N/I</i> | <i>N/A</i> |
- 2.5 Adequate services are available for general and reproductive health.
- | | | | | | |
|------------------------|------------|------------|------------|------------|------------|
| Mental health: | A/F | A/P | A/I | N/I | N/A |
| <i>General health:</i> | <i>A/F</i> | <i>A/P</i> | <i>A/I</i> | <i>N/I</i> | <i>N/A</i> |

Theme 2, Standard 2.1

| | Mental health facility | | General health facility | |
|--|------------------------|------------------------|-------------------------|------------------------|
| | Score | Additional information | Score | Additional information |
| Standard 2.1. Facilities are available to everyone who requires treatment and support. (Score this standard after assessing each criterion below.) | A/F | | A/F | |
| | A/P | | A/P | |
| | A/I | | A/I | |
| | N/I | | N/I | |
| | N/A | | N/A | |
| <i>Criteria and actions required to achieve this standard</i> | | | | |
| Criterion 2.1.1. No person is denied access to facilities or treatment on the basis of economic factors or of his or her race, colour, sex, language, religion, political or other opinion, national, ethnic, indigenous or social origin, property, disability, birth, age or other status. | A/F | | A/F | |
| | A/P | | A/P | |
| | A/I | | A/I | |
| | N/I | | N/I | |
| | N/A | | N/A | |
| Criterion 2.1.2. Everyone who requests mental health treatment receives care in this facility or is referred to another facility where care can be provided. | A/F | | A/F | |
| | A/P | | A/P | |
| | A/I | | A/I | |
| | N/I | | N/I | |
| | N/A | | N/A | |
| Criterion 2.1.3. No service user is admitted, treated or kept in the facility on the basis of his or her race, colour, sex, language, religion, political or other opinion, national, ethnic, indigenous or social origin, property, disability, birth, age or other status. | A/F | | A/F | |
| | A/P | | A/P | |
| | A/I | | A/I | |
| | N/I | | N/I | |
| | N/A | | N/A | |

Theme 2, Standard 2.2

| | Mental health facility | | General health facility | |
|---|------------------------|------------------------|-------------------------|------------------------|
| | Score | Additional information | Score | Additional information |
| Standard 2.2. The facility has skilled staff and provides good-quality mental health services. (Score this standard after assessing each criterion below.) | A/F | | A/F | |
| | A/P | | A/P | |
| | A/I | | A/I | |
| | N/I | | N/I | |
| | N/A | | N/A | |
| <i>Criteria and actions required to achieve this standard</i> | | | | |
| Criterion 2.2.1. The facility has staff with sufficiently diverse skills to provide counselling, psychosocial rehabilitation, information, education and support to service users and their families, friends or carers, in order to promote independent living and inclusion in the community. | A/F | | A/F | |
| | A/P | | A/P | |
| | A/I | | A/I | |
| | N/I | | N/I | |
| | N/A | | N/A | |
| Criterion 2.2.2. Staff are knowledgeable about the availability and role of community services and resources to promote independent living and inclusion in the community. | A/F | | A/F | |
| | A/P | | A/P | |
| | A/I | | A/I | |
| | N/I | | N/I | |
| | N/A | | N/A | |
| Criterion 2.2.3. Service users can consult with a psychiatrist or other specialized mental health staff when they wish to do so. | A/F | | A/F | |
| | A/P | | A/P | |
| | A/I | | A/I | |
| | N/I | | N/I | |
| | N/A | | N/A | |
| Criterion 2.2.4. Staff in the facility are trained and licensed to prescribe and review psychotropic medication. | A/F | | A/F | |
| | A/P | | A/P | |
| | A/I | | A/I | |
| | N/I | | N/I | |

| | | |
|---|---------------------------------|---------------------------------|
| | N/A | N/A |
| Criterion 2.2.5. Staff are given training and written information on the rights of persons with mental disabilities and are familiar with international human rights standards, including the CRPD. | A/F A/P A/I N/I N/A | A/F A/P A/I N/I N/A |
| Criterion 2.2.6. Service users are informed of and have access to mechanisms for expressing their opinions on service provision and improvement. | A/F A/P A/I N/I N/A | A/F A/P A/I N/I N/A |

Theme 2, Standard 2.3

| | Mental health facility | | General health facility | |
|---|---------------------------------|------------------------|---------------------------------|------------------------|
| | Score | Additional information | Score | Additional information |
| Standard 2.3 Treatment, psychosocial rehabilitation and links to support networks and other services are elements of a service user-driven recovery plan and contribute to a service user's ability to live independently in the community. (Score this standard after assessing each criterion below.) | A/F A/P A/I N/I N/A | | A/F A/P A/I N/I N/A | |
| <i>Criteria and actions required to achieve this standard</i> | | | | |
| Criterion 2.3.1. Each service user has a comprehensive, individualized recovery plan that includes his or her social, medical, employment and education goals and objectives for recovery. | A/F A/P A/I N/I N/A | | A/F A/P A/I N/I N/A | |
| Criterion 2.3.2. Recovery plans are driven by the service user, reflect his or her choices and preferences for care, are put into effect and are reviewed and updated regularly by the service user and a staff member. | A/F A/P A/I N/I N/A | | A/F A/P A/I N/I N/A | |
| Criterion 2.3.3 As part of their recovery plans, service users are encouraged to develop advance directives ² which specify the treatment and recovery options they wish to have as well as those that they don't, to be used if they are unable to communicate their choices at some point in the | A/F A/P A/I N/I N/A | | A/F A/P A/I N/I N/A | |

² An advance directive is a written document in which a person can specify in advance choices about health care, treatment and recovery options in the event that they are unable to communicate their choices at some point in the future. Advance directives can also include treatment and recovery options that a person *does not* want to have, and as such can help to ensure that they do not receive any intervention against their wishes.

future.

Criterion 2.3.4. Each service user has access to psychosocial programmes for fulfilling the social roles of his or her choice by developing the skills necessary for employment, education or other areas. Skill development is tailored to the person's recovery preferences and may include enhancement of life and self-care skills.

A/F
A/P
A/I
N/I
N/A

A/F
A/P
A/I
N/I
N/A

Criterion 2.3.5. Service users are encouraged to establish a social support network and/or maintain contact with members of their network to facilitate independent living in the community. The facility provides assistance in connecting service users with family and friends, in line with their wishes.

A/F
A/P
A/I
N/I
N/A

A/F
A/P
A/I
N/I
N/A

Criterion 2.3.6. Facilities link service users with the general health care system, other levels of mental health services, such as secondary care, and services in the community such as grants, housing, employment agencies, day-care centres and assisted residential care.

A/F
A/P
A/I
N/I
N/A

A/F
A/P
A/I
N/I
N/A

Theme 2, Standard 2.4

| | Mental health facility | | General health facility | |
|--|------------------------|------------------------|-------------------------|------------------------|
| | Score | Additional information | Score | Additional information |
| Standard 2.4. Psychotropic medication is available, affordable and used appropriately. (Score this standard after assessing each criterion below.) | A/F | | A/F | |
| | A/P | | A/P | |
| | A/I | | A/I | |
| | N/I | | N/I | |
| | N/A | | N/A | |
| <i>Criteria and actions required to achieve this standard</i> | | | | |
| Criterion 2.4.1. The appropriate psychotropic medication (specified in the national essential medicines list) is available at the facility or can be prescribed. | A/F | | A/F | |
| | A/P | | A/P | |
| | A/I | | A/I | |
| | N/I | | N/I | |
| | N/A | | N/A | |
| Criterion 2.4.2. A constant supply of essential psychotropic medication is available, in sufficient quantities to meet the needs of service users. | A/F | | A/F | |
| | A/P | | A/P | |
| | A/I | | A/I | |
| | N/I | | N/I | |
| | N/A | | N/A | |
| Criterion 2.4.3. Medication type and dosage are always appropriate for the clinical diagnoses of service users and are reviewed regularly. | A/F | | A/F | |
| | A/P | | A/P | |
| | A/I | | A/I | |
| | N/I | | N/I | |
| | N/A | | N/A | |
| Criterion 2.4.4. Service users are informed about the purpose of the medications being offered and any potential side effects. | A/F | | A/F | |
| | A/P | | A/P | |
| | A/I | | A/I | |
| | N/I | | N/I | |
| | N/A | | N/A | |

Criterion 2.4.5. Service users are informed about treatment options that are possible alternatives to or could complement medication, such as psychotherapy.

A/F
A/P
A/I
N/I
N/A

A/F
A/P
A/I
N/I
N/A

Theme 2, Standard 2.5

| | Mental health facility | | General health facility | |
|---|------------------------|------------------------|-------------------------|------------------------|
| | Score | Additional information | Score | Additional information |
| Standard 2.5 Adequate services are available for general and reproductive health. (Score this standard after assessing each criterion below.) | A/F | | A/F | |
| | A/P | | A/P | |
| | A/I | | A/I | |
| | N/I | | N/I | |
| | N/A | | N/A | |
| <i>Criteria and actions required to achieve this standard</i> | | | | |
| Criterion 2.5.1. Service users are offered physical health examinations and/or screening for particular illnesses on entry to the facility and regularly thereafter. | A/F | | A/F | |
| | A/P | | A/P | |
| | A/I | | A/I | |
| | N/I | | N/I | |
| | N/A | | N/A | |
| Criterion 2.5.2. Treatment for general health problems, including vaccinations, is available to service users at the facility or by referral. | A/F | | A/F | |
| | A/P | | A/P | |
| | A/I | | A/I | |
| | N/I | | N/I | |
| | N/A | | N/A | |
| Criterion 2.5.3. When surgical or medical procedures are needed that cannot be provided at the facility, there are referral mechanisms to ensure that the service users receive these health services in a timely manner. | A/F | | A/F | |
| | A/P | | A/P | |
| | A/I | | A/I | |
| | N/I | | N/I | |
| | N/A | | N/A | |
| Criterion 2.5.4. Regular health education and promotion are conducted at the facility. | A/F | | A/F | |
| | A/P | | A/P | |
| | A/I | | A/I | |
| | N/I | | N/I | |
| | N/A | | N/A | |

Criterion 2.5.5. Service users are informed of and advised about reproductive health and family planning matters.

A/F
A/P
A/I
N/I
N/A

A/F
A/P
A/I
N/I
N/A

Criterion 2.5.6. General and reproductive health services are provided to service users with free and informed consent.

A/F
A/P
A/I
N/I
N/A

A/F
A/P
A/I
N/I
N/A

Theme 3

The right to exercise legal capacity and the right to personal liberty and the security of person (Articles 12 and 14 of the CPD)

Overall scores:

| | | | | | |
|---------------------------------|------------|------------|------------|------------|------------|
| Mental health services: | A/F | A/P | A/I | N/I | N/A |
| <i>General health services:</i> | <i>A/F</i> | <i>A/P</i> | <i>A/I</i> | <i>N/I</i> | <i>N/A</i> |

Standards

3.1 Service users' preferences on the place and form of treatment are always a priority.

Mental health: A/F A/P A/I N/I N/A

General health: A/F A/P A/I N/I N/A

3.2 Procedures and safeguards are in place to prevent detention and treatment without free and informed consent.

Mental health: A/F A/P A/I N/I N/A

General health: A/F A/P A/I N/I N/A

3.3 Service users can exercise their legal capacity and are given the support³ they may require to exercise their legal capacity.

Mental health: A/F A/P A/I N/I N/A

General health: A/F A/P A/I N/I N/A

3.4 Service users have the right to confidentiality and access to their personal health information.

Mental health: A/F A/P A/I N/I N/A

General health: A/F A/P A/I N/I N/A

³ See Annex 2 for further information on supported decision-making.

Theme 3, Standard 3.1

| | Mental health facility | | General health facility | |
|--|---------------------------------|------------------------|---------------------------------|------------------------|
| | Score | Additional information | Score | Additional information |
| Standard 3.1. Service users' preferences regarding the place and form of treatment are always a priority. (Score this standard after assessing each criterion below.) | A/F A/P A/I N/I N/A | | A/F A/P A/I N/I N/A | |
| <i>Criteria and actions required to achieve this standard</i> | | | | |
| Criterion 3.1.1. Service users' preferences are the priority in all decisions on where they will access services. | A/F A/P A/I N/I N/A | | A/F A/P A/I N/I N/A | |
| Criterion 3.1.2. All efforts are made to facilitate discharge so that service users can live in their communities. | A/F A/P A/I N/I N/A | | A/F A/P A/I N/I N/A | |
| Criterion 3.1.3. Service users' preferences are the priority for all decisions on their treatment and recovery plans. | A/F A/P A/I N/I N/A | | A/F A/P A/I N/I N/A | |

Theme 3, Standard 3.2

| | Mental health facility | | General health facility | |
|--|------------------------|------------------------|-------------------------|------------------------|
| | Score | Additional information | Score | Additional information |
| Standard 3.2. Procedures and safeguards are in place to prevent detention and treatment without free and informed consent. (Score this standard after assessing each criterion below.) | A/F | | A/F | |
| | A/P | | A/P | |
| | A/I | | A/I | |
| | N/I | | N/I | |
| | N/A | | N/A | |
| <i>Criteria and actions required to achieve this standard</i> | | | | |
| Criterion 3.2.1. Admission and treatment are based on the free and informed consent of service users. | A/F | | A/F | |
| | A/P | | A/P | |
| | A/I | | A/I | |
| | N/I | | N/I | |
| | N/A | | N/A | |
| Criterion 3.2.2. Staff respect the advance directives of service users when providing treatment. | A/F | | A/F | |
| | A/P | | A/P | |
| | A/I | | A/I | |
| | N/I | | N/I | |
| | N/A | | N/A | |
| Criterion 3.2.3. Service users have the right to refuse treatment. | A/F | | A/F | |
| | A/P | | A/P | |
| | A/I | | A/I | |
| | N/I | | N/I | |
| | N/A | | N/A | |
| Criterion 3.2.4. Any case of treatment or detention in a facility without free and informed consent is documented and reported rapidly to a legal authority. | A/F | | A/F | |
| | A/P | | A/P | |
| | A/I | | A/I | |
| | N/I | | N/I | |
| | N/A | | N/A | |

Criterion 3.2.5. People being treated or detained by a facility without their informed consent are informed about procedures for appealing their treatment or detention.

A/F
A/P
A/I
N/I
N/A

A/F
A/P
A/I
N/I
N/A

Criterion 3.2.6. Facilities support people being treated or detained without their informed consent in accessing appeals procedures and legal representation.

A/F
A/P
A/I
N/I
N/A

A/F
A/P
A/I
N/I
N/A

Theme 3, Standard 3.3

| | Mental health facility | | General health facility | |
|---|---------------------------------|------------------------|---------------------------------|------------------------|
| | Score | Additional information | Score | Additional information |
| Standard 3.3 Service users can exercise their legal capacity and are given the support they may require to exercise their legal capacity. (Score this standard after assessing each criterion below.) | A/F A/P A/I N/I N/A | | A/F A/P A/I N/I N/A | |
| <i>Criteria and actions required to achieve this standard</i> | | | | |
| Criterion 3.3.1. At all times, staff interact with service users in a respectful way, recognizing their capacity to understand information and make decisions and choices. | A/F A/P A/I N/I N/A | | A/F A/P A/I N/I N/A | |
| Criterion 3.3.2. Clear, comprehensive information about the rights of service users is provided in both written and verbal form. | A/F A/P A/I N/I N/A | | A/F A/P A/I N/I N/A | |
| Criterion 3.3.3. Clear, comprehensive information about assessment, diagnosis, treatment and recovery options is given to service users in a form that they understand and which allows them to make free and informed decisions. | A/F A/P A/I N/I N/A | | A/F A/P A/I N/I N/A | |
| Criterion 3.3.4. Service users can nominate and consult with a support person or network of people of their own free choice in making decisions about admission, treatment and personal, legal, financial or other affairs, and the | A/F A/P A/I N/I N/A | | A/F A/P A/I N/I N/A | |

people selected will be recognized by the staff.

| | | |
|---|-----|-----|
| Criterion 3.3.5 | A/F | A/F |
| Staff respect the authority of a nominated support person or network of people to communicate the decisions of the service user being supported. | A/P | A/P |
| | A/I | A/I |
| | N/I | N/I |
| | N/A | N/A |
| Criterion 3.3.6. Supported decision-making is the predominant model, and substitute decision-making is avoided. | A/F | A/F |
| | A/P | A/P |
| | A/I | A/I |
| | N/I | N/I |
| | N/A | N/A |
| Criterion 3.3.7. When a service user has no support person or network of people and wishes to appoint one, the facility will help the user to access appropriate support. | A/F | A/F |
| | A/P | A/P |
| | A/I | A/I |
| | N/I | N/I |
| | N/A | N/A |

Theme 3, Standard 3.4

| | Mental health facility | | General health facility | |
|---|---------------------------------|------------------------|---------------------------------|------------------------|
| | Score | Additional information | Score | Additional information |
| Standard 3.4. Service users have the right to confidentiality and access to their personal health information. (Score this standard after assessing each criterion below.) | A/F A/P A/I N/I N/A | | A/F A/P A/I N/I N/A | |
| <i>Criteria and actions required to achieve this standard</i> | | | | |
| Criterion 3.4.1. A personal, confidential medical file is created for each service user. | A/F A/P A/I N/I N/A | | A/F A/P A/I N/I N/A | |
| Criterion 3.4.2. Service users have access to the information contained in their medical files. | A/F A/P A/I N/I N/A | | A/F A/P A/I N/I N/A | |
| Criterion 3.4.3. Information about service users is kept confidential. | A/F A/P A/I N/I N/A | | A/F A/P A/I N/I N/A | |
| Criterion 3.4.4. Service users can add written information, opinions and comments to their medical files without censorship. | A/F A/P A/I N/I N/A | | A/F A/P A/I N/I N/A | |

Theme 4

Freedom from torture or cruel, inhuman or degrading treatment or punishment and from exploitation, violence and abuse (Articles 15 and 16 of the CRPD)

Overall scores

| | | | | | |
|---------------------------------|------------|------------|------------|------------|------------|
| Mental health services: | A/F | A/P | A/I | N/I | N/A |
| <i>General health services:</i> | <i>A/F</i> | <i>A/P</i> | <i>A/I</i> | <i>N/I</i> | <i>N/A</i> |

Standards

- 4.1 Service users have the right to be free from verbal, mental, physical and sexual abuse and physical and emotional neglect.
- | | | | | | |
|------------------------|------------|------------|------------|------------|------------|
| Mental health: | A/F | A/P | A/I | N/I | N/A |
| <i>General health:</i> | <i>A/F</i> | <i>A/P</i> | <i>A/I</i> | <i>N/I</i> | <i>N/A</i> |
- 4.2 Alternative methods are used in place of seclusion and restraint as means of de-escalating potential crises.
- | | | | | | |
|------------------------|------------|------------|------------|------------|------------|
| Mental health: | A/F | A/P | A/I | N/I | N/A |
| <i>General health:</i> | <i>A/F</i> | <i>A/P</i> | <i>A/I</i> | <i>N/I</i> | <i>N/A</i> |
- 4.3 Electroconvulsive therapy, psychosurgery and other medical procedures that may have permanent **or** irreversible effects, whether performed at the facility or referred to another facility, must not be abused and can be administered only with the free and informed consent of the service user.
- | | | | | | |
|------------------------|------------|------------|------------|------------|------------|
| Mental health: | A/F | A/P | A/I | N/I | N/A |
| <i>General health:</i> | <i>A/F</i> | <i>A/P</i> | <i>A/I</i> | <i>N/I</i> | <i>N/A</i> |
- 4.4 No service user is subjected to medical or scientific experimentation without his or her informed consent.
- | | | | | | |
|------------------------|------------|------------|------------|------------|------------|
| Mental health: | A/F | A/P | A/I | N/I | N/A |
| <i>General health:</i> | <i>A/F</i> | <i>A/P</i> | <i>A/I</i> | <i>N/I</i> | <i>N/A</i> |
- 4.5 Safeguards are in place to prevent torture or cruel, inhuman or degrading treatment and other forms of ill-treatment and abuse.
- | | | | | | |
|------------------------|------------|------------|------------|------------|------------|
| Mental health: | A/F | A/P | A/I | N/I | N/A |
| <i>General health:</i> | <i>A/F</i> | <i>A/P</i> | <i>A/I</i> | <i>N/I</i> | <i>N/A</i> |

Theme 4, Standard 4.1

| | Mental health facility | | General health facility | |
|--|------------------------|------------------------|-------------------------|------------------------|
| | Score | Additional information | Score | Additional information |
| Standard 4.1. Service users have the right to be free from verbal, mental, physical and sexual abuse and physical and emotional neglect. (Score this standard after assessing each criterion below.) | A/F | | A/F | |
| | A/P | | A/P | |
| | A/I | | A/I | |
| | N/I | | N/I | |
| | N/A | | N/A | |
| <i>Criteria and actions required to achieve this standard</i> | | | | |
| Criterion 4.1.1. Staff members treat service users with humanity, dignity and respect. | A/F | | A/F | |
| | A/P | | A/P | |
| | A/I | | A/I | |
| | N/I | | N/I | |
| | N/A | | N/A | |
| Criterion 4.1.2. No service user is subjected to verbal, physical, sexual or mental abuse. | A/F | | A/F | |
| | A/P | | A/P | |
| | A/I | | A/I | |
| | N/I | | N/I | |
| | N/A | | N/A | |
| Criterion 4.1.3. No service user is subjected to physical or emotional neglect. | A/F | | A/F | |
| | A/P | | A/P | |
| | A/I | | A/I | |
| | N/I | | N/I | |
| | N/A | | N/A | |
| Criterion 4.1.4. Appropriate steps are taken to prevent all instances of abuse. | A/F | | A/F | |
| | A/P | | A/P | |
| | A/I | | A/I | |
| | N/I | | N/I | |
| | N/A | | N/A | |

| | | | | |
|---|---------------------------------|--|---------------------------------|--|
| Criterion 4.1.5. Staff support service users who have been subjected to abuse in accessing the support they may want. | A/F A/P A/I N/I N/A | | A/F A/P A/I N/I N/A | |
|---|---------------------------------|--|---------------------------------|--|

Theme 4, Standard 4.2

| | Mental health facility | | General health facility | |
|--|------------------------|------------------------|-------------------------|------------------------|
| | Score | Additional information | Score | Additional information |
| Standard 4.2. Alternative methods are used in place of seclusion ⁴ and restraint ⁵ as means of de-escalating potential crises. (Score this standard after assessing each criterion below. | A/F | | A/F | |
| | A/P | | A/P | |
| | A/I | | A/I | |
| | N/I | | N/I | |
| | N/A | | N/A | |
| <i>Criteria and actions required to achieve this standard</i> | | | | |
| Criterion 4.2.1. Service users are not subjected to seclusion or restraint. | A/F | | A/F | |
| | A/P | | A/P | |
| | A/I | | A/I | |
| | N/I | | N/I | |
| | N/A | | N/A | |
| Criterion 4.2.2. Alternatives to seclusion and restraint are in place at the facility, and staff are trained in de-escalation techniques for intervening in crises and preventing harm to service users or staff. | A/F | | A/F | |
| | A/P | | A/P | |
| | A/I | | A/I | |
| | N/I | | N/I | |
| | N/A | | N/A | |
| Criterion 4.2.3. A de-escalation assessment is conducted in consultation with the service user concerned in order to identify the triggers ⁶ and factors he or she find helpful in diffusing crises and to determine the preferred methods of intervention in crises. | A/F | | A/F | |
| | A/P | | A/P | |
| | A/I | | A/I | |
| | N/I | | N/I | |
| | N/A | | N/A | |

⁴ 'Restraint' means the use of a mechanical device or medication to involuntarily prevent a person from moving his or her body.

⁵ 'Seclusion' means the involuntary placement of an individual alone in a locked room or secured area from which he or she is physically prevented from leaving.

⁶ Triggers might include being pressured to do something, being asked certain questions or being in the presence of a person one is not comfortable with. Factors that help to diffuse a crisis might include being left alone for a while, talking to a person one trusts or listening to music.

| | | |
|--|-----|-----|
| Criterion 4.2.4. The preferred methods of intervention identified by the service user concerned are readily available in a crisis and are integrated into the user's individual recovery plan. | A/F | A/F |
| | A/P | A/P |
| | A/I | A/I |
| | N/I | N/I |
| | N/A | N/A |
| Criterion 4.2.5. Any instances of seclusion or restraint are recorded (e.g. type, duration) and reported to the head of the facility and to a relevant external body. | A/F | A/F |
| | A/P | A/P |
| | A/I | A/I |
| | N/I | N/I |
| | N/A | N/A |

Theme 4, Standard 4.3

| | Mental health facility | | General health facility | |
|--|------------------------|------------------------|-------------------------|------------------------|
| | Score | Additional information | Score | Additional information |
| Standard 4.3. Electroconvulsive therapy, psychosurgery and other medical procedures that may have permanent or irreversible effects, whether performed at the facility or referred to another facility, must not be abused and can be administered only with the free and informed consent of the service user. (Score this standard after assessing each criterion below.) | A/F | | A/F | |
| | A/P | | A/P | |
| | A/I | | A/I | |
| | N/I | | N/I | |
| | N/A | | N/A | |
| <i>Criteria and actions required to achieve this standard</i> | | | | |
| Criterion 4.3.1. No electroconvulsive therapy is given without the free and informed consent of service users. | A/F | | A/F | |
| | A/P | | A/P | |
| | A/I | | A/I | |
| | N/I | | N/I | |
| | N/A | | N/A | |
| Criterion 4.3.2. Clear, evidence-based clinical guidelines on when and how electroconvulsive therapy can or cannot be administered are available and adhered to. | A/F | | A/F | |
| | A/P | | A/P | |
| | A/I | | A/I | |
| | N/I | | N/I | |
| | N/A | | N/A | |
| Criterion 4.3.3. Electroconvulsive therapy is never used in its unmodified form (i.e. without an anaesthetic and a muscle relaxant). | A/F | | A/F | |
| | A/P | | A/P | |
| | A/I | | A/I | |
| | N/I | | N/I | |
| | N/A | | N/A | |

| | | |
|---|-----|-----|
| Criterion 4.3.4. No minor is given electroconvulsive therapy. | A/F | A/F |
| | A/P | A/P |
| | A/I | A/I |
| | N/I | N/I |
| | N/A | N/A |
| Criterion 4.3.5. Psychosurgery and other irreversible treatments are not conducted without both the service user's free and informed consent and the independent approval of a board. | A/F | A/F |
| | A/P | A/P |
| | A/I | A/I |
| | N/I | N/I |
| | N/A | N/A |
| Criterion 4.3.6. Abortions and sterilizations are not carried out on service users without their consent. | A/F | A/F |
| | A/P | A/P |
| | A/I | A/I |
| | N/I | N/I |
| | N/A | N/A |

Theme 4, Standard 4.4

| | Mental health facility | | General health facility | |
|---|---------------------------------|------------------------|---------------------------------|------------------------|
| | Score | Additional information | Score | Additional information |
| Standard 4.4. No service user is subjected to medical or scientific experimentation without his or her informed consent. (Score this standard after assessing each criterion below.) | A/F A/P A/I N/I N/A | | A/F A/P A/I N/I N/A | |
| <i>Criteria and actions required to achieve this standard</i> | | | | |
| Criterion 4.4.1. Medical or scientific experimentation is conducted only with the free and informed consent of service users. | A/F A/P A/I N/I N/A | | A/F A/P A/I N/I N/A | |
| Criterion 4.4.2. Staff do not receive any privileges, compensation or remuneration in exchange for encouraging or recruiting service users to participate in medical or scientific experimentation. | A/F A/P A/I N/I N/A | | A/F A/P A/I N/I N/A | |
| Criterion 4.4.3. Medical or scientific experimentation is not undertaken if it is potentially harmful or dangerous to the service user. | A/F A/P A/I N/I N/A | | A/F A/P A/I N/I N/A | |
| Criterion 4.4.4. Any medical or scientific experimentation is approved by an independent ethics committee. | A/F A/P A/I N/I N/A | | A/F A/P A/I N/I N/A | |

Theme 4, Standard 4.5

| | Mental health facility | | General health facility | |
|--|---------------------------------|------------------------|---------------------------------|------------------------|
| | Score | Additional information | Score | Additional information |
| Standard 4.5. Safeguards are in place to prevent torture or cruel, inhuman or degrading treatment and other forms of ill-treatment and abuse. (Score this standard after assessing each criterion below.) | A/F A/P A/I N/I N/A | | A/F A/P A/I N/I N/A | |
| <i>Criteria and actions required to achieve this standard</i> | | | | |
| Criterion 4.5.1. Service users are informed of and have access to procedures to file appeals and complaints, on a confidential basis, to an outside, independent legal body on issues related to neglect, abuse, seclusion or restraint, admission or treatment without informed consent and other relevant matters. | A/F A/P A/I N/I N/A | | A/F A/P A/I N/I N/A | |
| Criterion 4.5.2. Service users are safe from negative repercussions resulting from complaints they may file. | A/F A/P A/I N/I N/A | | A/F A/P A/I N/I N/A | |
| Criterion 4.5.3. Service users have access to legal representatives and can meet with them confidentially. | A/F A/P A/I N/I N/A | | A/F A/P A/I N/I N/A | |
| Criterion 4.5.4. Service users have access to advocates to inform them of their rights, discuss | A/F A/P | | A/F A/P | |

| | | |
|--|---------------------------------|---------------------------------|
| problems and support them in exercising their human rights and filing appeals and complaints. | A/I N/I N/A | A/I N/I N/A |
| Criterion 4.5.5. Disciplinary and/or legal action is taken against any person found to be abusing or neglecting service users. | A/F A/P A/I N/I N/A | A/F A/P A/I N/I N/A |
| Criterion 4.5.6. The facility is monitored by an independent authority to prevent the occurrence of ill-treatment. | A/F A/P A/I N/I N/A | A/F A/P A/I N/I N/A |

Theme 5

The right to live independently and be included in the community (Article 19 of the CPRD)

Overall scores:

| | | | | | |
|---------------------------------|------------|------------|------------|------------|------------|
| Mental health services: | A/F | A/P | A/I | N/I | N/A |
| <i>General health services:</i> | <i>A/F</i> | <i>A/P</i> | <i>A/I</i> | <i>N/I</i> | <i>N/A</i> |

Standards

5.1 Service users are supported in gaining access to a place to live and have the financial resources necessary to live in the community.

Mental health: A/F A/P A/I N/I N/A

General health: A/F A/P A/I N/I N/A

5.2 Service users can access education and employment opportunities.

Mental health: A/F A/P A/I N/I N/A

General health: A/F A/P A/I N/I N/A

5.3 The right of service users to participate in political and public life and to exercise freedom of association is supported.

Mental health: A/F A/P A/I N/I N/A

General health: A/F A/P A/I N/I N/A

5.4 Service users are supported in taking part in social, cultural, religious and leisure activities.

Mental health: A/F A/P A/I N/I N/A

General health: A/F A/P A/I N/I N/A

Theme 5, Standard 5.1

| | Mental health facility | | General health facility | |
|--|---------------------------------|------------------------|---------------------------------|------------------------|
| | Score | Additional information | Score | Additional information |
| Standard 5.1. Service users are supported in gaining access to a place to live and have the financial resources necessary to live in the community. (Score this standard after assessing each criterion below.) | A/F A/P A/I N/I N/A | | A/F A/P A/I N/I N/A | |
| <i>Criteria and actions required to achieve this standard</i> | | | | |
| Criterion 5.1.1. Staff inform service users about options for housing and financial resources. | A/F A/P A/I N/I N/A | | A/F A/P A/I N/I N/A | |
| Criterion 5.1.2. Staff support service users in accessing and maintaining safe, affordable, decent housing. | A/F A/P A/I N/I N/A | | A/F A/P A/I N/I N/A | |
| Criterion 5.1.3. Staff support service users in accessing the financial resources necessary to live in the community. | A/F A/P A/I N/I N/A | | A/F A/P A/I N/I N/A | |

Theme 5, Standard 5.2

| | Mental health facility | | General health facility | |
|---|------------------------|------------------------|-------------------------|------------------------|
| | Score | Additional information | Score | Additional information |
| Standard 5.2. Service users can access education and employment opportunities. (Score this standard after assessing each criterion below.) | A/F | | A/F | |
| | A/P | | A/P | |
| | A/I | | A/I | |
| | N/I | | N/I | |
| | N/A | | N/A | |
| <i>Criteria and actions required to achieve this standard</i> | | | | |
| Criterion 5.2.1. Staff give service users information about education and employment opportunities in the community. | A/F | | A/F | |
| | A/P | | A/P | |
| | A/I | | A/I | |
| | N/I | | N/I | |
| | N/A | | N/A | |
| Criterion 5.2.2. Staff support service users in accessing education opportunities, including primary, secondary and post-secondary education. | A/F | | A/F | |
| | A/P | | A/P | |
| | A/I | | A/I | |
| | N/I | | N/I | |
| | N/A | | N/A | |
| Criterion 5.2.3. Staff support service users in career development and in accessing paid employment opportunities. | A/F | | A/F | |
| | A/P | | A/P | |
| | A/I | | A/I | |
| | N/I | | N/I | |
| | N/A | | N/A | |

Theme 5, Standard 5.3

| | Mental health facility | | General health facility | |
|---|------------------------|------------------------|-------------------------|------------------------|
| | Score | Additional information | Score | Additional information |
| Standard 5.3. The right of service users to participate in political and public life and to exercise freedom of association is supported. (Score this standard after assessing each criterion below.) | A/F | | A/F | |
| | A/P | | A/P | |
| | A/I | | A/I | |
| | N/I | | N/I | |
| | N/A | | N/A | |
| <i>Criteria and actions required to achieve this standard</i> | | | | |
| Criterion 5.3.1. Staff give service users the information necessary for them to participate fully in political and public life and to enjoy the benefits of freedom of association. | A/F | | A/F | |
| | A/P | | A/P | |
| | A/I | | A/I | |
| | N/I | | N/I | |
| | N/A | | N/A | |
| Criterion 5.3.2. Staff support service users in exercising their right to vote. | A/F | | A/F | |
| | A/P | | A/P | |
| | A/I | | A/I | |
| | N/I | | N/I | |
| | N/A | | N/A | |
| Criterion 5.3.3. Staff support service users in joining and participating in the activities of political, religious, social, disability and mental disability organizations and other groups. | A/F | | A/F | |
| | A/P | | A/P | |
| | A/I | | A/I | |
| | N/I | | N/I | |
| | N/A | | N/A | |

Theme 5, Standard 5.4

| | Mental health facility | | General health facility | |
|--|---------------------------------|------------------------|---------------------------------|------------------------|
| | Score | Additional information | Score | Additional information |
| Standard 5.4. Service users are supported in taking part in social, cultural, religious and leisure activities. (Score this standard after assessing each criterion below.) | A/F A/P A/I N/I N/A | | A/F A/P A/I N/I N/A | |
| <i>Criteria and actions required to achieve this standard</i> | | | | |
| Criterion 5.4.1. Staff give service users information on the social, cultural, religious and leisure activity options available. | A/F A/P A/I N/I N/A | | A/F A/P A/I N/I N/A | |
| Criterion 5.4.2. Staff support service users in participating in the social and leisure activities of their choice. | A/F A/P A/I N/I N/A | | A/F A/P A/I N/I N/A | |
| Criterion 5.4.3. Staff support service users in participating in the cultural and religious activities of their choice. | A/F A/P A/I N/I N/A | | A/F A/P A/I N/I N/A | |

Discussion

The discussion section should include the team's *qualitative* findings and should reflect the opinions of all team members about the facility, as formed by observation, document review and interviews. It is not necessary to repeat everything that has been documented in the results section. It should supplement the relatively coarse scoring with the rich detail gathered during the assessment.

First, the observations of the team members should be described. Secondly, interview findings should be highlighted. It may be useful to include direct quotations or summarize anecdotal information described to the team during interviews. This adds depth to the report. Nevertheless, the confidentiality of interviewees' comments is paramount, and the team must consider whether an anecdote or quotation, even though it is anonymous, is sufficient to identify the source. Thirdly, information from the review of documentation can be described separately or can be integrated into the descriptions of observations and of interviews.

It may be useful to use the theme structure to order the findings, using each theme as a heading.

1. The right to an adequate standard of living (Article 28 of the CRPD)
2. The right to enjoyment of the highest attainable standard of physical and mental health (Article 25 of the CRPD)
3. The right to exercise legal capacity and the right to personal liberty and the security of the person (Articles 12 and 14 of the CRPD)
4. Freedom from torture or cruel, inhuman or degrading treatment or punishment and from exploitation, violence and abuse (Articles 15 and 16 of the CRPD)
5. The right to live independently and be included in the community (Article 19 of the CRPD)

Key issues, such as human rights violations or any concerns that the team have should be highlighted under the relevant heading. Positive findings should also be described, and any areas of particularly good practice should be highlighted.

Conclusions and recommendations

This section should start with a summary of the main conclusions reached by the team, including any violation of human rights in the facility and any areas of good practice that were noted.

Recommendations should then be given, with a suggested timeline. All human rights violations require immediate action, and the team should also highlight any practices that may be placing service users in imminent danger and require urgent attention.

The report should not stop at the level of recommendations. It should include a statement that will direct the facility to prepare an improvement plan in line with the recommendations using a participatory process involving service users, family, staff and community workers.

The *WHO QualityRights tool kit* provides countries with practical information and tools for assessing and improving quality and human rights standards in mental health and social care facilities. The Toolkit is based on the United Nations *Convention on the Rights of Persons with Disabilities*. It provides practical guidance on:

- the human rights and quality standards that should be respected, protected and fulfilled in both inpatient and outpatient mental health and social care facilities;
- preparing for and conducting a comprehensive assessment of facilities; and
- reporting findings and making appropriate recommendations on the basis of the assessment.

The tool kit is designed for use in low-, middle- and high-income countries. It can be used by many different stakeholders, including dedicated assessment committees, nongovernmental organizations, national human rights institutions, national health or mental health commissions, health service accreditation bodies and national mechanisms established under international treaties to monitor implementation of human rights standards and others with an interest in promoting the rights of people with disabilities.

The *WHO QualityRights tool kit* is an essential resource, not only for putting an end to past neglect and abuses but also for ensuring high- quality services in the future.



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ISBN 978 92 4 154841 0

