

WHO Guidance and technical packages on community mental health services: Promoting person-centred and rights-based approaches

Mental health crisis services

Afiya House – Massachusetts, USA

Description

Afiya House is a peer-run respite centre, which aims to support people in distress to turn what is often described as a 'crisis' into a learning and growth opportunity. It is part of a broader community of people working within a peer services framework, operated by the Wildflower Alliance — formerly Western Mass Learning Community — which has been in existence since 2007 (79). All employees identify as having faced life-interrupting challenges themselves, such as psychiatric diagnoses, trauma, homelessness, problems with substances, and other issues.

Contact:

Sera Davidow, Director, Wildflower Alliance, USA, Email: sera@westernmassrlc.org or sera@wildfloweralliance.org

Video

<https://www.youtube.com/watch?v=9x8h3LvEB04>

Link House – Bristol, United Kingdom

Description

Link House is a residential crisis centre for women who are experiencing a mental health crisis and who are either homeless or unable to live at home due to mental health issues. Its service is based on a social model of care, rather than medical support. Link House was established in 2010, and in 2014 joined the innovative Bristol Mental Health network of 18 public and voluntary sector organizations which unified the delivery of care and are fully funded by the National Health Service (NHS).

Contacts:

Sarah O'Leary, Chief Executive Officer, Missing Link Mental Health Services, Bristol, United Kingdom; Email: Sarah.OLeary@nextlinkhousing.co.uk

Carol Metters, past Chief Executive Officer, Missing Link Mental Health Services, Bristol, United Kingdom, Email: Carol.mettters@missinglinkhousing.co.uk

Videos:

- Link House
<https://missinglinkhousing.co.uk/link-house-film/>
- Sara Gray, staff member, Link House
<https://www.youtube.com/watch?v=GMSofLVJMcy&feature=youtu.be>

Open Dialogue Crisis Service – Lapland, Finland

Description

Open Dialogue is a specific technique for working with individuals and families dealing with a mental health condition. It was developed in Western Lapland, Finland near the Arctic Circle, and uses elements of individual psychodynamic therapy and systemic family therapy with a key focus on the centrality of relationships and the promotion of connectedness through family and network involvement. The Open Dialogue approach informs all elements of the mental health service in Western Lapland. The focus of this mental health service summary is the Open Dialogue crisis service.

Contact:

Mia Kurtti, Nurse, MSc, Trainer on Family - and Psychotherapy, Western-Lapland Health Care District, Finland. Email: mia.is.kurtti@gmail.com

Videos:

- Open Dialogue, An Alternative, Finnish approach to Healing Psychosis
<http://wildtruth.net/films-english/opendialogue/>
- Jaakko Seikkula - Challenges in Developing Open Dialogue Practice
<https://www.youtube.com/watch?v=VQoRGfskKUA>

Tupu Ake – South Auckland, New Zealand

Description

Tupu Ake is a peer-led, alternative crisis admission service located in Papatoetoe, a suburb of South Auckland, offering short stays and a day support programme. Peer support specialists are trained to work without resorting to coercion or restrictive techniques, and people are free to enter or leave the services as they wish. Emphasis is placed on a tailored, recovery-focused and strengths-based plan, through approaches such as Wellness Recovery Action Planning. As peer workers, staff share their own lived experience of mental health conditions or psychosocial disabilities.

Contact:

Ross Phillips, Business Operations Manager, Pathways, New Zealand. Email: Ross.Phillips@pathways.co.nz

Videos:

Prime Minister visits Tupu Ake 31 May 2019 <https://www.youtube.com/watch?v=SwQfaQ3BJVk>

Hospital-based mental health services

BET Unit, Blakstad Hospital, Vestre Viken Hospital Trust – Viken, Norway

Description

Norway's BET Unit at Blakstad Hospital (BET seksjon, Blakstad Sykehus) provides services to people with complex mental health conditions, who have not benefited from other forms of mental health support. Rather than concentrating simply on symptom reduction, the psychosocial treatment model called Basal Exposure Therapy (BET) focuses on the acceptance of frightening thoughts, feelings and inner experiences as a way to self-regulate and cope with these existential challenges.

Contact:

Jørgen Strand, Chief of staff/Unit manager, The BET Unit, Blakstad Department Vestre Viken Hospital Trust, Norway. Email: jorgen.strand@vestreviken.no

Videos:

- Didrik Heggdal: What is Basal Exposure Therapy? Presentation in Norwegian, with English subtitles and chapter descriptions <https://www.youtube.com/watch?v=PXrdwOMznvs&t=10s>
- Didrik Heggdal: Basal Exposure Therapy (BET): Alternative to coercion and control in suicide prevention. Presentation in English, National conference on the prevention of suicide <https://youtu.be/fsfdrFoEhfQ>

Kliniken Landkreis Heidenheim gGmbH – Heidenheim, Germany

Description

Kliniken Landkreis Heidenheim is the only general hospital located in Heidenheim, a small rural town in Baden-Württemberg, south-west Germany. In 2017 Heidenheim became a model region for mental health according to Section 64b of Germany's social code (SGB V), allowing for full flexibility of mental health services within an agreed yearly budget. This innovation allowed the hospital to introduce a flexible, user-oriented and community-based mental health service that has been described as a lighthouse model, particularly for its focus on the prevention of coercion.

Contact:

Martin Zinkler, Clinical Director, Kliniken Landkreis Heidenheim gGmbH, Heidenheim, Germany. Email: Martin.Zinkler@kliniken-heidenheim.de

Video:

Mildere Mittel. A film about the experience in Heidenheim, made by a service users' collective from Berlin. (German language) <https://vimeo.com/521292563>

Soteria – Berne, Switzerland

Description

Soteria Berne, operating since 1984, offers a hospital-based, residential crisis service in the city of Berne as an alternative option for those experiencing so-called extreme states, or have a diagnosis of psychosis or schizophrenia. In Greek mythology, Soteria was the goddess of safety and protection. Similarly, Soteria Berne aims to offer a low-key, relaxing, low-stimulus, home-like and 'normal' environment to produce as little stress as possible. As the network of Soteria Houses expanded in other countries, a set of common practices and principles was developed and maintained for those bearing the Soteria name.

Contact:

Walter Gekle, Medical Director, Soteria Berne, Head Physician and Deputy Director, Center for Psychiatric Rehabilitation, University Psychiatric Services, Berne, Switzerland. Email: Walter.gekle@upd.ch

Videos:

- Einhornfilm, Part 1 - Soteria Berne - Acute (English Subtitles 1/3)
<https://www.youtube.com/watch?v=fMoJvwMZrk>
- Einhornfilm, 2 Teil - Soteria Bern - Integration (English Subtitles 2/3)
<https://www.youtube.com/watch?v=8ilj7BcS7XU>
- Einhornfilm, Part 3 - Soteria Berne - Conversation (English Subtitles 3/3)
https://www.youtube.com/watch?v=Ggvb_ObrVS8

Community mental health centres

Aung Clinic – Yangon, Myanmar

Description

The Aung clinic is a community-based mental health service located in Yangon, the largest city in Myanmar. With support from the Open Society Foundations, the clinic provides an extensive range of support activities for people with mental health conditions and psychosocial disabilities – from emergency drop-in services to long-term therapy, peer support, advocacy and vocational activities. The service is based on a holistic, person-centred philosophy of care. It supports over 200 individuals and their families per year and is the only service of its kind in the country.

Contact:

San San Oo, Consultant psychiatrist and EMDR therapist and team leader of Aung clinic mental health initiative, Aung clinic mental health initiative, Yangon Myanmar. Email: sansanoo64@gmail.com

Videos:

Myint Myat Thu. Healing Images: Exhibition Showcases Works by Art Therapy Patients. 2019. (In Burmese): <https://burmese.voanews.com/a/myanmar-mental-health-arts/5487323.html>

Centros de Atenção Psicossocial (CAPS) III – Brasilândia, São Paulo, Brazil

Description

Situated in the Brasilândia region of São Paulo, an area with a high concentration of favelas and population of 430 000, CAPS III Brasilândia provides individualized and comprehensive support to people with severe or persistent mental health conditions and psychosocial disabilities, including during crises. In an area marked by high levels of urban violence and social vulnerability, the centre uses a rights-based and people-centred approach to psychosocial care. Key principles guiding the service include: promotion of autonomy, addressing power imbalances and increased social participation. The service is provided under Brazil's unified public health system – Sistema Único de Saúde (SUS).

Contacts:

Coordination of the Technical Area of Mental Health, Municipal Health, Secretariat, São Paulo, Brazil.

Email gabinetsaude@prefeitura.sp.gov.br

Coordination of CAPS III Brasilândia, São Paulo, Brazil. Email capsadulto.brasilandia@saudedafamilia.org

Video:

Projeto coletivo de geração de trabalho, renda e valor - Ô da Brasa (Work, income and values generation collective project - Ô da Brasa) <https://www.youtube.com/watch?v=5v0jki3GaBw&feature=youtu.be>

Phoenix Clubhouse – Hong Kong Special Administrative Region (SAR), People's Republic of China

Description

Phoenix Clubhouse is part of a large international network of Clubhouses around the world linked to Clubhouse International. Clubhouses provide community-based vocational and educational support to people who have used mental health services, and incorporate a significant element of peer support. They are independent social enterprises linked by core principles including the right to have a place to gather, meaningful work, meaningful relationships and the right to a place to return.

Contact:

Francez Leung, Director of Phoenix Clubhouse, Occupational Therapist I, Phoenix Clubhouse/ Occupational Therapy Department, Queen Mary Hospital, Hong Kong SAR, China. Email:

lsy113@ha.org.hk

Joel D. Corcoran, Executive Director, Clubhouse International, USA. Email: jdcorcoran@clubhouse-intl.org

Video:

Clubhouse International, member's stories: <https://clubhouse-intl.org/news-stories/videos/>

Peer support mental health services

Hearing Voices support groups

Description

Hearing Voices Groups (HVGs) bring together people who hear voices, in peer-supported group meetings that seek to help those with similar experiences explore the nature of voices, meanings and ultimately, acceptance. HVGs have grown in popularity as suppressing voices using medication and other interventions is not always effective. Medication side-effects also are severe, with rates of non-adherence as high as 50%.

Contacts:

Gail Hornstein, Professor of Psychology, Mount Holyoke College (MA), USA. Email: gh@gailhornstein.com; ghornste@mtholyoke.edu

Olga Runciman, chair of Danish hearing voices network. Board member Intervice. Email: orunciman@gmail.com

Videos:

Beyond Possible, How the Hearing Voices Approach Transforms Lives <http://beyondpossiblefilm.info/>

Eleanor Longden, The voices in my head, TED2013. https://www.ted.com/talks/eleanor_longden_the_voices_in_my_head?language=en

Nairobi Mind Empowerment Peer Support Group, USP Kenya

Description

Users and Survivors of Psychiatry in Kenya (USP-K) is a national membership-based organization that deploys peer support groups to bring together people with psychosocial disabilities and mental health conditions, within an explicit human rights and social advocacy framework. Its aim is to support, promote and advocate for the rights of individuals to live and work as integral members of their communities.

Contacts:

Michael Njenga, Executive Council Member Africa Disability Forum., Chief Executive Officer, Users and Survivors of Psychiatry in Kenya, Nairobi, Kenya. Email: michael.njenga@uspkenya.org

Elizabeth Kamundia, Assistant Director, Research, Advocacy and Outreach Directorate, Kenya National Commission on Human Rights, Kenya. Email: ekamundia@knchr.org; elkamundia@gmail.com

Peer Support South East Ontario – Ontario, Canada

Description

Peer Support South East Ontario (PSSEO) provides one-to-one peer support based on the Transitional Discharge Model (TDM) to support people transitioning back into their communities following treatment in an inpatient mental health hospital service. In this model, peer support workers play an important role in providing support and links to community-based services based on people's expressed needs for support. With this support people do not have to wait for weeks or months after discharge for community supports to become available. It also helps prevent re-admission to hospital which is most likely to occur within the first year after a person has been discharged.

Contact:

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Donna Stratton, Transitional Discharge Model Coordinator, Peer Support South East Ontario, Canada, Email: tdm@psseo.ca

Videos:

https://www.youtube.com/watch?v=q_1qdE6kins&feature=emb_title

<http://www.ledbetterfilms.com/our-videos.html>

Community outreach mental health services

Atmiyata – Gujarat, India

Description

Atmiyata is a community volunteer service that identifies and supports people experiencing distress in rural communities of Gujarat state in Western India. The intervention is built on empathy and volunteerism, providing a viable path to delivering support in low-resource settings (267). Shared compassion serves as the core tenet of this intervention and is based, in part, on the ancient Indian theory of communication, Sadharanikaran.

Contact:

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Kaustubh Joag, Senior Research Fellow, Centre for Mental Health Law and Policy, Indian Law Society (ILS), Pune, India. Email: kaustubh@cmhlp.org

Videos:

Atmiyata: A rural and community led mental health and social care model

<https://twitter.com/CMHLPIndia/status/1300301510190927872>

What is the role of an Atymiyata Champion?

<https://twitter.com/CMHLPIndia/status/1331822246575280128>

Madina Ben - Atmiyata Champion, Mehsana, Gujarat https://www.youtube.com/watch?v=2Rlter_9Mpl

Dr Animesh Patel, district senior psychiatrist, speaks about Atmiyata's Impact

<https://www.youtube.com/watch?v=V2w-PkbJxxA> Friendship Bench – Zimbabwe

Friendship Bench – Zimbabwe

Description

At Friendship Bench, which began in Zimbabwe in 2006, lay counsellors support people experiencing significant emotional distress. This community outreach service offers empathy, local community and cultural knowledge, skills, and formal problem-solving techniques, and has now been implemented nation-wide as part of Zimbabwe's public primary health services.

Contact:

Dixon Chibanda, Chief Executive Officer, Friendship Bench, Zimbabwe. Email:

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Ruth Verhey, Program Director, Friendship Bench, Zimbabwe. Email: ruth.verhey@zol.co.zw;

ruth.verhey@friendshipbench.io

Videos:

The Friendship Bench: grandmothers boost mental health in Zimbabwe

<https://www.youtube.com/watch?v=qfSTUHCNocl>

Why I train grandmothers to treat depression | Dixon Chibanda

https://www.youtube.com/watch?v=Cprp_EjVtwA

Home Focus – West Cork, Ireland

Description

Ireland's Home Focus service, established in 2006, provides practical and emotional support to people with mental health conditions living in a predominantly rural area, where community services are geographically dispersed. The service has won national recognition for helping people enhance their mental health and wellbeing, develop independent living skills, and access education and employment opportunities

Contact:

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Jason Wycherley, National Learning Network, Donemark, Bantry, Co. Cork, Republic of Ireland. Email: Jason.wycherley@nln.ie

Margaret Wallace margaret.wallace@nln.ie

Naya Daur – West Bengal, India

Description

Naya Daur provides community-based support, treatment and care for homeless people who have a mental health condition or psychosocial disability, and is anchored by a network of community caregivers and initiatives for community inclusion. Naya Daur (New Age) is the flagship project of the Kolkata-based NGO, Iswar Sankalpa.

Contact:

Sarbani Das Roy, Director and Co-Founder, Iswar Sankalpa, India. Email: sarbani@isankalpa.org

Videos:

Community of Care: The Ashoka Fellow Bringing Mental Healthcare To Kolkata's Homeless
<https://www.ashoka.org/en-IN/story/community-care-ashoka-fellow-bringing-mental-healthcare-kolkata%E2%80%99s-homeless>

Personal Ombudsman – Sweden

Description

In a country with a highly developed mental health system, Sweden's Personal Ombudsman provides a community outreach service to people with mental health conditions and psychosocial disabilities, providing assistance with family matters, health care, housing, finances, employment support and community integration, helping clients to live their lives actively and autonomously. Importantly, the service works to ensure that other mental health and social services cooperate and collaborate. The

services are provided with full input and consent of the client; which has been described as a “professional friendship”.

Contact:

Ann Bengtsson, Programme Officer, Socialstyrelsen, Sweden. Email: Ann.Bengtsson@socialstyrelsen.se

Camilla Bogarve, Chief Executive Officer, PO Skåne, Sweden. Email: Camilla.Bogarve@po-skane.org

Videos:

Paving the way to recovery – the Personal Ombudsman System: <https://www.mhe-sme.org/paving-the-way-to-recovery-the-personal-ombudsman-system/>

Supported living services for mental health

Hand in Hand supported living – Georgia

Description

Hand in Hand is a Georgian NGO providing supported independent community living facilities for people with long-term psychosocial disabilities, including people who have previously been institutionalized. Its mission is to create better living conditions for people with disabilities and to support their inclusion and integration into society. The NGO also provides personal assistance and training for families and/or individuals supporting those people with psychosocial disabilities.

Contact:

Amiran Dateshidze, Founder, NGO-Hand in Hand, Georgia. Email: adateshidze@yahoo.com

Maia Shishniashvili, Founder, NGO-Hand in Hand, Georgia. Email: maia.shishnia@gmail.com

Video:

Community For All, Georgia - Mental Health Initiative
<https://vimeo.com/gralfilm/include/video/336759271>

Home Again – Chennai, India

Description

Home Again is a housing service for women with long-term mental health conditions, who are living in poverty and/or are homeless based in three states of India: Tamil Nadu, Kerala, and Maharashtra, including in the city of Chennai. Founded in 2015 by The Banyan, a non-profit organization providing institution- and community-based mental health services (339), Home Again supports those moving from institutionalized care to independent living in the community with other people in a home-like environment.

Contact:

Pallavi Rohatgi, Executive Director – Partnerships, The Banyan, India. Email: pallavi@thebanyan.org

Nisha Vinayak, Co-lead - Centre for Social Action and Research, Banyan Academy of Leadership in Mental Health, India. Email: nisha@thebanyan.org

Videos:

The Banyan Home again Film Dec2018, <https://www.youtube.com/watch?v=4iX7tSwa2Dc>

Home Again 16th Jan 2017 1: <https://www.youtube.com/watch?v=FOyLSMHJjVg>

KeyRing Living Support Networks

Description

Since 1990, KeyRing has provided supported living services for people with mental health conditions, psychosocial disabilities and drug and alcohol addiction. Its mission is to inspire people to build independent lives through flexible support, skill-building and networks of connection. KeyRing consists of over 100 networks of support across England and Wales, each with around 10 homes located within walking distance from each other so that KeyRing members can also connect with each other and become more involved with their community. The service's mission is to connect people and inspire them to build the life they want.

Contact:

Sarah Hatch, Communications Coordinator, Keyring Supported Living, United Kingdom. Email: sarah.hatch@keyring.org

Videos:

KeyRing Network Model: <https://vimeo.com/379267912>

Shared Lives – South East Wales, United Kingdom

Description

Shared Lives provides community-based support and accommodation for adults in need, including people with mental health conditions and psychosocial disabilities. Shared Lives is an alternative to care homes, home care and day centres and also provides transitional care after having been in hospital or the foster care system for young persons. Almost 1000 people are supported by Shared Lives in Wales, and over 12,000 people UK-wide.

Contact:

Benna Waites, Joint Head of Psychology, Counselling and Arts Therapies, Mental Health and Learning Disabilities, Aneurin Bevan University Health Board, United Kingdom. Email:

Benna.Waites@wales.nhs.uk

Videos:

Shelley Welton & Simon Burch's Story: Setting up the service

<https://www.youtube.com/watch?v=8F55lboVbhg>

Lindsey and Shaun's Digital story, Matching and introducing carers and services users

<https://www.youtube.com/watch?v=XTVmkn5NYRM&t=1s>

Shared Lives for Mental Health Crisis: <https://youtu.be/auWBkPqUFz4>

Comprehensive mental health service networks

1. WELL-ESTABLISHED MENTAL HEALTH NETWORKS

Brazil community mental health service network – a focus on Campinas

Description

Brazil's community-based mental health networks offer an example of how a country can implement services at large scale, anchored in human rights and recovery principles. Operating under Brazil's unified public health system (SUS), the network of comprehensive services, including the community-based mental health centres, are a product of the powerful psychiatric reforms initiated during the late 1970s, which shifted the focus of treatment from hospitals to communities, within a supporting legal and regulatory framework. Campinas, a Brazilian municipality in São Paulo State, provides a model of how this works at a local level, where all services are provided through this model, following the closure of the city's psychiatric hospital in 2017.

Contact:

Coordination of the Area of Mental Health, Alcohol and other Drugs, Brazil saudemental@saude.gov.br

Coordination of the Technical Area of Mental Health, Municipal Health Secretariat, Campinas, Brazil, dptosaude@campinas.sp.gov.br

Serviço de Saúde Dr. Candido Ferreira, Campinas, Brazil, contato@candido.org.br

Videos:

Morar em Liberdade: Retratos da Reforma Psiquiátrica Brasileira - FIOCRUZ (portuguese)/Living in Freedom: Portraits of the Brazilian Psychiatric Reform - FIOCRUZ (english)

https://www.youtube.com/channel/UCD2xLN_GleJRWqOs8yWLDPQ/videos

Memórias da reforma psiquiátrica no Brasil - FIOCRUZ (portuguese)/Memories of psychiatric reform in Brazil - FIOCRUZ (english) <http://laps.ensp.fiocruz.br/>

Rádio 'Maluco Beleza' - Campinas (portuguese)/Radio 'Maluco Beleza' - Campinas (english)

https://www.youtube.com/watch?v=ujRDWeL_cnM

East Lille community mental health service network – France

Description

The mental health network of East Lille promotes the concept of “citizen psychiatry”. Serving a population of 88 000 in the south-east region of the Lille metropolitan area, the network has been built over 40 years of mental health system reorganization and reform. The East Lille network demonstrates that a shift from inpatient care to diversified, community-based interventions for people with mental health conditions and psychosocial disabilities can be achieved with an investment comparable to that of more conventional mental health services. The approach supports respect of human rights of individuals who use mental health services, and their empowerment – even while operating in a more restrictive national legal context.

Contacts:

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jroelandt@epsm-lm.fr

Simon Vasseur Bacle, Psychologue clinicien / Chargé de mission et des affaires internationales, Centre Collaborateur de l'Organisation Mondiale de la Santé (Lille, France), Etablissement Public de Santé Mentale (EPSM) Lille-Métropole et Sector 21, France. Email: svasseurbacle@epsm-lille-metropole.fr

Videos:

Les SISM, c'est quoi ? Avril 2014, https://youtu.be/D7_1SQSiNb4

Trieste community mental health service network – Italy

Description

Since the closure of its large psychiatric hospital in the 1970s, the city of Trieste has been a pioneer in implementing community-based mental health care. Anchored around an open-door approach, Community Mental Health Centres operate 24 hours a day, seven days per week, providing users with a hybrid set of options for day care and overnight stays, at a fraction of the cost of hospital services.

Unique features of the wider network include personalized health budgets as well as supported work and training opportunities through social enterprises. In 2018, the network covered a population of approximately 236 000 people providing services to 4800 individuals that year.

Contact:

Elisabetta Pascolo Fabrici, Director, Mental Health Department of Trieste and Gorizia, WHO CC for Research and Training – Azienda Sanitaria Universitaria Giuliano Isontina (ASUGI), Italy. Email: elisabetta.pascolofabrici@asugi.sanita.fvg.it

Roberto Mezzina, Psychiatrist, Former Director, Mental Health Department of Trieste and Gorizia, WHO CC for Research and Training – Azienda Sanitaria Universitaria Giuliano Isontina (ASUGI), Italy. Email: romezzin@gmail.com; who.cc@asuits.sanita.fvg.it

Videos:

BBC News, Trieste's mental health revolution: 'It's the best place to get sick'
<https://www.bbc.com/news/av/stories-49008178>

Report from the LA-Trieste Delegation: December 11, 2017: <https://youtu.be/gnYydKZzIGM>

Episode 8 - Lived experience in Trieste, a mental health system without psychiatric hospitals, with Marilena and Arturo: <https://www.spreaker.com/user/apospodcast/episode-8-lived-experience-in-trieste-a->

Roberto Mezzina, 2013, <https://youtu.be/UnMSHQDrByI>

2. MENTAL HEALTH NETWORKS IN TRANSITION

Peru – A focus on expanding community mental health centres

Contacts:

Renato Oliveira e Souza, Unit Chief, Mental Health and Substance Use · Pan American Health Organization
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Yuri Cutipe, Director of Mental Health, Ministry of Health, Lima, Peru.

Bosnia and Herzegovina – comprehensiveness of mental health centres and community linkages

Contact:

Dzenita Hrelja, Project Director, Mental Health / Association XY, Sarajevo, Bosnia and Herzegovina. Email dz.hrelja@asocijacijaxy.org

Lebanon – quality improvement and the recovery approach in hospital-based care

Contact:

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