

ABSTRACT

This Bachelor's thesis entitled *The establishment and verification of tools for the tracking of user satisfaction with services provided in a retirement home* is concerned with the quality of social services provided in a retirement home. The aim of the thesis is the establishment and control of a new tool for the monitoring of satisfaction of individuals living in a retirement home. In light of the aim of the thesis it will be necessary to work with the regulation n.15 Increasing the quality of social services.

The thesis is divided into two parts: the theoretical and the practical parts. In the theoretical part, the services provided by the retirement home and the means by which they are evaluated are introduced. The scope of the requirements and needs of seniors living in a retirement home are also outlined. The latter part of the theoretical section is concerned with the regulations and standards of social services. Emphasis is placed on the regulation n.15 Increasing the quality of social services.

The second part of the thesis is the Practical part, where the research methods of the study are detailed as well as implementation of changes in a chosen aspect of the organisation, namely with regards to the determination of user satisfaction of the service in question. It is concerned with the creation of a new tool for the control of satisfaction of the service provided, i.e. a User Satisfaction Questionnaire. Within this section, the documents concerning the determination of user satisfaction (i.e. currently existing User Satisfaction Questionnaires, results of the treatments or services, and documents regarding the standards of aforementioned services) are first analysed. Further, a cross-sectional team of employees from the organisation is formed with the purpose of facilitating advice in determining the individual categories and specific indicators of satisfaction pertaining to the field of the services provided, subsequently resulting in the formation of a new user satisfaction questionnaire. This new tool is first piloted with a view to its difficulty and understandability, and after that tested in practice. On the basis of the state of satisfaction determined and a four month implementation of indicators of satisfaction, the team reflects on their experiences with regards to the methods. The work is concluded by an overall evaluation of the existing and new tools from the view of their abilities to bring concrete feedback and the evaluation of the process of establishing a new tool for the monitoring of the process of changes.

Key words: Retirement home, Home for seniors, Satisfaction of services provided, standard of quality in social services, questionnaire of user satisfaction