

ABSTRACT

This diploma thesis is to acquaint with people with intellectual disability. Basically it deals with terminology associated with intellectual disability, definitions, types of intellectual disability, symptoms and causes. One of the chapters is devoted to the principles of communication of people with mental disabilities and auxiliary communication techniques. Next it focuses on Portus organization, which has been working with this target group for over 20 years. It provides several social services, about which we gathered basic information and based them on the law on social services. The last chapter in the theoretical part is devoted to the burnout syndrome, which is in the opinion of helping professions and in social work, not least, a more common phenomenon than we can imagine.

The investigation itself took place in the above-mentioned organization, where I distributed questionnaires on satisfaction with the services to several groups of respondents. In the practical part, I evaluated these questionnaires and evaluated them with other services. The evaluation showed that the clients are satisfied with the support provided and the employees and guardians (family members) perceive the situation in a very similar way. Nevertheless, several suggestions for change could be used from this survey, which are of course listed in the practical part. I dare say that the topics are more of a general type and it is not about fundamental planning of changes, for example in the field of service provision. I was very pleased that, thanks to these questionnaires, the organization introduced a new information method, using a non-public Facebook group, serving only employees, clients and family members of clients (guardians). At the time of the pandemic, this private group was one of the few possible sources of communication for clients and families. Thanks to its functionality, it is still highly praised.

Further more, it was confirmed in several waves of clients inquiries (from CHB and PSB) that the participants in the services are attuned to the greatest possible degree of independence in future life. This means that a large part of the users of sheltered housing are considering and preparing for more independent life, and at the same time the persons using individual living support at the PSB service further openly describe their development towards independence in everyday life.