

Abstract

The bachelor thesis focuses on formal caregivers in retirement homes and their role in fulfilling the wishes of the elderly. It describes the system of individual planning and presents its concrete form on the example of a home for the elderly established by the Central Bohemia Region. The case study uses semi-structured interviews with seven formal caregivers of the retirement home and an internal methodology of individual planning. The work captures the attitudes of the caregivers towards individual planning and the ways in which they deal with this task. The analysis demonstrates the importance of collaboration between the home's staff and the role of the individual planning coordinator in managing key workers. Carers' attitudes to individual planning can be classified on a spectrum of subjective rejection/acceptance. This rejection/acceptance is related to perceptions of the benefits and appropriateness of the current form of individual planning. The main problems faced by formal caregivers in individual planning are identified. These include lack of clarity about individual planning and a lack of understanding of its importance not only by caregivers but also by the clients. Some caregivers do not identify with the principle of individual planning in its current form and exclude it from the scope of their work. Formal caregivers carry out their own categorisation of clients and wishes that would be appropriate for individual planning. The paper frames the problems of individual planning not only as individual shortcomings of key workers, but also the general setting and nature of working in a street-level bureaucracy.