

Abstract

The bachelor thesis "Quality of social services in homes for people with disabilities", deals with homes for people with disabilities and characterizes them. Specifically, their activities, normative component, target group (people with disabilities) and overall how such a home for people with disabilities works and how it should look like. The next part of the thesis is focused on monitoring their quality through social services inspections and systematic visits by the ombudsman, because the quality of the service is crucial for this thesis (and for social work in general). After this theoretical view (one could say description of an ideal state), an analytical part follows, which compares the outlined essentials of the functioning of the service (according to the legislation and other regulations) with the actual state of the functioning of these services, which is based on detailed research by the Ombudsman from 2019. The analytical part also includes charts that come from this research, which are explained and described and individually evaluated on the basis of these findings. The entire analytical section is then reviewed and the most significant findings are highlighted. The result of the research shows that the situation in homes for people with disabilities is still not ideal. Some of the results revealed by the research, show sometimes very worrying results and reveal many shortcomings that still need to be worked on. Of course, some of the results are positive, but there is still much space for improvement. The thesis is concluded by evaluating the theoretical data collected against the final findings arising from the research.