

Abstract (in English)

This thesis focuses on the quality and optimization of Telecare (emergency care) in the Czech Republic. In the first part, the author addresses the definition of Telecare (emergency care), associated risks, the provision of Telecare (emergency care) in the Czech Republic and the United Kingdom, the quality of social care, quality standards, methods of quality measurement and inspection, and the target group for emergency care. After the theoretical introduction, the author proceeds to the methodological part, where he attempts to acquaint the reader with the process of the service from the users' perspective. The research utilized a qualitative method of semi-structured interviews with nine participants – three social workers, three dispatchers, and three service users from the organization Anděl Strážný, z.ú. The research yielded several findings: a lack of awareness among healthcare and social workers, insufficient modernization of monitoring equipment, the absence of dispatcher visualization from the users' perspective, and a lack of standardization in both the emergency care itself and the monitoring devices. Addressing these shortcomings could lead to an improvement in the quality of services provided, their optimization, and a reduction in financial costs. In the final part, the author presents his own proposals for solving these problems and believes that their implementation could elevate quality of provided Telecare (emergency care) to an international level.