

ABSTRACT

The theme of the diploma thesis presented is the implementation of individual planning process in the elderly homes' social care. The process is set in the legislature of the social services of the Czech Republic, which has met several complex changes. The thesis contains a strategic plan how to implement such process in an institute.

In the research part there has been described how successful the selected staff were in the individual planning process implementing. Qualitative methods of research were used to observe how staff got through the individual planning process and how their approach and behaviour developed. Furthermore the questionnaires were used to observe the impact on users' contentment before and after the individual planning process implementing.

In the research the qualitative as well as quantitative research methods were applied. The research has brought in suggestions for creation of a methodology for individual planning process in an organization.

KEYWORDS

Retirement Homes, Social Service Law, Social Service Quality Standards, Individual Planning Process of a Social Service Course, Education of Health and Social Staff, Methodology for Individual Planning Process.