

Abstract

This thesis focuses on abuse of elderly people in institutional care by the staff. The theoretical part first starts with description of elder abuse in general and then moves onto issue of abuse of elderly people in health and social care institutions. The last part suggests instruments which can be used by manager to prevent abuse.

The practical part contains description of a qualitative research conducted with ten participants and their responses to questions about their opinions and experience with abuse of elderly people in health and social care settings.

Key words: elderly people, abuse, violence, maltreatment, professional carer, manager, managerial tools.