Abstract

This diploma thesis analyzes the current situation of the individual planning of social services in a particular home for the elderly. It attempts to focus on uncovering the causes of partial failures in the individual planning process from the perspective of key employees. Therefore, the main research question of this diploma thesis is: “What are the problematic aspects of individual planning in a particular home for the elderly?”

The thesis is divided into two parts. The theoretical part is focused on the legislative basis for the social services, including a definition of home services for the elderly, quality of social services, principles and specifics of individual planning with the elderly, and the role of the key employee in the system of individual planning during the provision of social services.

In the introduction of the empirical part, the choice of qualitative research strategy has been justified where the technique of collecting data was described, units of the research were defined, the main research question was operationalized, and the research organization was described. The empirical part includes an analysis and interpretation of the findings from the research. The obtained research focused on a document analysis and discussion within the focus groups of key employees’ experiences with each individual action planning. Based on the findings in the final discussion, the main research question has been answered and corrective action has been proposed.

Keywords: social services, home for the elderly, quality, quality standards, individual planning, key employee