

## **Abstract**

The diploma thesis concentrates on the issues linked to continuity and availability of social services for the users of sheltered housing from the perspective of social service providers. The main objective of the thesis is to determine the ways in which the continuity and availability of the social services are ensured for this target group in the city of Usti nad Labem. Using of specific research questions will show how the social users are involved in formal networks in the area of social services, how these networks are created and how the collaboration between individual social service providers functions. The thesis can be labeled a case study of the city of Usti nad Labem. Two concepts were chosen as the main theoretical and value bases – the concept of continuum of care, and the concept of quality of life. The thesis is based on current trends in social services, such as deinstitutionalization and transformation of social services, or the use of case management as a tool for managing the continuum of care. Furthermore, the thesis focuses on community planning as a tool used by the city of Usti nad Labem in order to achieve effective planning and development of social services with the attendance of all participants involved in this process. Based on the chosen objectives and research questions, the thesis attempts to clarify the effects of the aforementioned trends on the users of sheltered housing, as well as its role in improving life and gaining more independence with regard to the continuum of care of social services.