

Abstract (in English)

The diploma thesis is devoted to the topic of meeting the needs of users of shelter homes for mothers with children in the Czech Republic. It defines the form of residential social services for mothers with children in Czech legislation. It approaches the target audience of the institution and addresses the causes that may have led to the need to find a service. It specifies the most frequently solved needs, problems, deficits of shelter-seekers. The general part deals with social work methods that can be used in direct work with clients during their stay. The empirical part examines the needs of shelter clients from the perspective of social workers. Based on the assessment of the nationwide questionnaire survey, the results are compared with the views of the clients in the form of structured interviews to verify the reality of the data. The research part of the thesis is closed by an analysis of methodical tools for the identification of client needs used in several selected shelters for mothers and children. The results of the work bring the identification of the areas and the specific needs with which the social workers of the shelters all over the Czech Republic meet. Interpretation of results opens the way for a wider specification of social work performed in shelters for mothers with children.