

Abstract

The following thesis focuses on several important aspects of communication and establishing relationships in palliative care, particularly in the environment of a day care center, which is established at the hospice. Partial aspects are represented by individual communication with clients, establishing positive relationship with them and activities and group work in the day care center. The thesis is divided into three main sections, whereby in the first one I deal with methodology of research and its implementation. In the second section I work with findings from the literature, combined with the practical knowledge gained from fieldwork. In conclusion I present the main findings of the observation conducted in the day care center and the hospice environment. Among the most important belong establishing communication with clients, process and communication phases and major factors affecting communication, which are demonstrated on certain cases of clients whose anamnesis differ from each other and thus we can prove the presence and influence of these factors. The same process I then chose to build relationships by finding certain factors that may influence the direction of development in the dynamics of relationship itself. The last part of the findings relates to activities in the day care center, the nature of the activities, program choices in the day care center and the main goals of this dimension of social work with clients.