

Abstract

This work concentrates on transformation of social services, in other words, it focuses on the possibilities of disabled clients in the transition from institutional care to support provided within a community. The aim of the thesis is a deeper insight into the organization, which already deals with the above described transformation and evaluation of the positives or negatives of this process. This work has also an ambition to be at the same time a tool for those who are preparing for the transformation process and may have concerns or inadequate expectation from the planned changes. This text also evaluates the impact of transformation on the quality of life of the handicapped and the degree of gaining of independence by a subjective view of the client, five years after the beginning of the changes, and completion of the perception of these impacts by the guardian and the staff of the organization.

The theoretical part of the text defines the concept of transformation, describes the transformation from the perspective of social services and describes the process of change in eight fundamental steps. It also summarizes the facts and figures of the current state, an overview of strategic documents for the transformation of social services, the possibilities of financial support for transformation, examples of good practice and maps the possibilities and reasons for international cooperation.

The practical part consists of research focusing on changes in the way the services are delivered and the differences in the perspective of clients, social workers and curators, as well as the potential and factual contribution to improving the quality of life of clients. The research was carried out in the form of interviews with the direct actors of transformation, which means with clients, and in terms of objectivity it was supplemented by the perception of their guardians and key social workers. The practical part also describes in detail the case study of the transformation in organization Nalžovický zámek, where the transformation was not completed due to the steps taken by the founder, although its transformed part is generally considered as successful and beneficial.

Keywords

Transformation, deinstitutionalization, humanization, social services, community services, home for people with disabilities, sheltered housing, people with disabilities.