

Annotation

The bachelor's thesis entitled USE OF THE FIELD SOCIAL EMERGENCY SERVICE is intended to find out how seniors, people with disabilities and people in direct danger of life are satisfied with the service offered and in what way the emergency care service affects their quality of life and how it helps their families. The theoretical part deals with the concept of quality of life and life satisfaction of seniors and people with disabilities with their specific needs.

The practical part describes, in detail, the *Social emergency service of Anděl Strážný*, registered office in the Liberec region. It is based on the practical knowledge and experience of the author from the mentioned social service. It highlights the importance of thinking about every detail of the service provided, because even the smallest detail of the individual setting of the service can decide to save human life. The bachelor's thesis includes three case studies of clients, evaluation of their satisfaction with the offer of the emergency care service of Anděl Strážný. The results are compared with the outputs of other research projects in the Czech Republic.