

## **Abstract**

This diploma thesis deals with counselling management for families of deceased persons in practical matters. The goal of the work is to describe the contemporary practical reality of social services in counselling for families and survivors. Another aim is to identify the matters in which help for survivors is most necessary. The research in this thesis is qualitative and uses semi-structured interviews as a primary method. It focuses on two groups of respondents, one of which consists of social services managers, while the other includes survivors who have experienced the practical matters of caring for a family member or their decease. The semi-structured interviews are analysed using open coding and subsequently split into categories which emerged from data analysis. Recommendations for social service managers are presented in the conclusion of the thesis based on the results of research surveys. These recommendations include suggestions on counselling for survivors in practical matters.

**Keywords:** expert social counselling, counselling for survivors, paliative care, social services, practical matters