

## **Abstract**

The diploma thesis focuses on risk management in retirement homes and the effects of the COVID-19 pandemic on the risk management in retirement homes. The aim of this thesis is to describe how risks are managed in retirement homes. The first sub-objective is to identify similarities and differences in risk management in different organizations and the second sub-objective is to examine whether and how the COVID-19 pandemic has affected risk management in the organizations.

In the theoretical part, we describe the role of retirement homes in the context of social services. We also focus on the COVID-19 and the course of COVID-19 pandemic in the Czech republic and in the retirement homes. In the last chapter of this part we present risk management and its role in organization.

Three organizations participated in the qualitative research. Through in-depth interviews with managers and documentation analysis, the risk management practices in these organizations are described. Based on the statements of managers, recommendations were formulated for managers in retirement homes on how to improve the organisational risk management.