

Abstract

The diploma thesis deals with the impact of dementia syndrome in clients of social field service on workers in direct care. The thesis connects two theoretical levels, which are closely related to the topic. This is primarily the level of the disease itself with dementia syndrome and the circumstances associated with caring for a sick person. The second level deals with the topic of managing a team of workers in direct care, with a focus on field social services. The research in the sequential variant made it possible to emphasize the moments that are specific in the care of clients with dementia syndrome in the home environment. The intention was to name the stress moments that come with working with a given target group in the home environment. At the core of the pressures mentioned by the respondents, the stress resulting from the unpredictability of the situation was found as a common denominator. It is unpredictability, given the client's illness, in the conditions of the home environment, in which the client is used to making his own decisions, despite the worsened cognition.

At the next level is the stress resulting from unclear responsibility for the content of the service. The employee must be able to flexibly move from a role that is more managerial to a role where the service is managed by the client, often within one service (within hours) and in one client with dementia. The described burden, which arises from the service of a client with dementia syndrome in the home environment, shows features of specificity. Its knowledge is essential for good management of the performance of workers in direct care in a given type of social service. Respondents themselves named their needs in their statements. Linking theoretical levels with research results gives the social field service team manager guidance on how to set up a direct care support system and how to treat services for a client with dementia so that unpredictable stress levels can be reduced for direct care workers.

Keywords

Dementia syndrome, field social service, direct care worker, informal caregiver, cognitive function, team management, personal assistance, work intensity, workload, motivation, specific workload, support.