

## **Abstract**

Bachelor thesis deals with the communication with elderly people from the perspective of nursing staff. It describing in detail topic verbal and nonverbal communication and its importance in interaction with elderly people, then its works with age, aging process and associated changes. Main goal and basis bachelor thesis are research investigation. It finds out the most suitable ways of communication with elderly people in retirement home.

Researching methods is quantitative questionnaire, examined respondents are nursing staff how they communicate in home for the elderly, specifically in 3 homes for the elderly in Prague.

Results which we finished by quantitative questionnaire with following data analysing, we deal with them in the research part of the work. 115 is the number of respondents, who were participate quantitative questionnaire. We used our own questionnaire.

Nurses should control how they communicate with patient and use professional attitude. Elderly people need our care and attention. Communication with elderly people have some specifics. It should be brief, accurate. Quiet and kindly speech is also important. Most of seniors value enough time for communication, privacy during it, patience and goodwill with smile on nurse face. Bachelor thesis deals with barriers from nurses and from patients, which can complicate the communication or interview. Adaptation for new environment is very difficult for many seniors. Nurses should help senior with this adaptation, together with use the suitable communication. Nowadays there is not much space for senior, our world prioritizes young people.

At the end of the work are proposed recommendations and suggestions for improving the communication with elderly people in practice.