

Name of paper / Name of work

The implementation of social services quality standards in residential facilities for elderly people – Ethical aspects

Abstract

The changes in the approach to the clients and adjustments of the run of the facility to their needs are one of the biggest long-term challenges for the service providers. The basis for the correct setting of all the parameters of service (process, personnel and operating) are standards in the quality of social services which involve certain principles and ethical values altogether. One of the essential tools in the changes in approach to clients is the principle of individualization of care, which can be achieved by setting the services to each client individually so that the service provided reflects their real need as much as possible.

This dissertation focuses on the individualization of care as a significant indicator in the changes of approach to clients. We tried to figure how the individualization of care reflects in the attitudes of organizations to implement quality standards and how it affects the worker's personality and chosen organizational aspects. An interim goal of this paper was also to identify the ethical aspects which can accompany the introduction of quality standards into practice. We have chosen a method of quantitative research which was performed via questionnaires in eight residential facilities for senior in the Moravsko-slezky region. The sample was 434 workers from the department of direct care.

The research results show the impact of employee's personality and organizational aspects on the process of individualization of care. Nevertheless, the most significant way for a change in approach to the clients seems to be the overall implementation of standards in an organization. For ethical aspects surrounding the implemented quality standards, we have identified both specific conflicts in the expected roles of staff and clients and also conflicts of values. The research results also point out the fact that not all workers are personally prepared to work directly with seniors.

Based on the results of our research we have formulated some incentives for managers of organizations, among others, the importance to work on the cultural organizational changes, needs to pay more attention to the worker in social services, which have a substantial impact on individualization of care. Overall change in approach to clients could be supported by changes in thinking about ethical principles at the level of organizations moving from the ethics of justice to the ethics of care which would be a preference with regard to the relationship instead of the current emphasis on compliance. This could become an ethical principle in determining care for the elderly.