

Abstract

The Rosa Daily Stationary provides a service for people with mental or combined disabilities. The stationary supports the progress of the self-reliance and social inclusion of the disabled person in society. The target group is people aged 6 to 60 who are in an unfavorable social situation (for example the disabled person is not able to care for himself - daily hygiene, food, dressing). The goal of this service is to integrate the individual into society, enable people to interact, develop communication and to spend leisure time actively.

The major aim of my diploma thesis was to find out how the quality of the provided services in the stationary is evaluated. The partial research questions try to investigate how staff, users and parents assess the quality of the services provided.

The research team consisted of users, parents and staff. I created an anonymous questionnaire for each group of respondents. Questions in the questionnaire were very similar. I have divided the questionnaire into 4 rounds - evaluating of Rosa, Rosa's environment, stationary services and personnel ensuring The survey was mainly focused on services with which respondents were less satisfied and on risk factors that could contribute to dissatisfaction. To some users, with regard to their state of health, I help to filling out the questionnaire.

The quality of service provided at the stationary has a positive rating only with a small objections which can't be aliminate in this moment.