

Abstract

The present dissertation focuses on the evaluation of the effectiveness of community services provided in Mental Health Centres. Its theoretical framework provides a description of domestic and international studies and concepts that serve as the main theoretical underpinnings for the thesis. The thesis explores the conceptualization of serious mental illness, including its description, epidemiological overview, diagnosis, treatment, and the concept of recovery as a central approach in the care of persons with serious mental illness. It also describes the system of psychiatric care, psychiatric and psychosocial rehabilitation, the functioning of the Mental Health Centres and the methods of evaluating the provision of psychiatric care in the Czech Republic.

A qualitative longitudinal study involving two data collections was used to answer the research questions. Reflective thematic analysis was used to process the data. The research was based on interviews with clients of Mental Health Centers III and their family members, whose statements mapped their expectations and the fulfillment of these expectations. The empirical part further maps the respondents' perceptions of individual recovery and presents a reflection on how the goals defined by the Mental Health Care Reform Strategy are met through the perspective of their experiences.

The findings suggest that the comprehensive care provided in Mental Health Centres III provides effective and continuous psychiatric care that meets the needs of their users at all levels of the bio-psycho-social model. This care offers an effective way of monitoring the patient's health status, helping to maintain or improve his/her perceived quality of life, reducing symptoms, preventing relapse, improving his/her functioning in activities of daily living and guiding him/her towards individual recovery through supportive interventions. Research shows that care organised in this way is in line with the expectations of clients and their families.