

VISOKA ZDRAVSTVENA ŠOLA V CELJU

DIPLOMSKO DELO

**ZADOVOLJSTVO OSEB S POSEBNIMI POTREBAMI Z BIVANJEM V
SOCIALNOVARSTVENEM ZAVODU**

**THE SATISFACTION OF THE PERSONS WITH SPECIAL NEEDS BY
STAYING IN A SOCIAL PROTECTION INSTITUTION**

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POVZETEK

Uvod: Osebe s posebnimi potrebami imajo pravico do kakovostnega življenja v svojem domačem okolju. Če jih je potrebno zaradi različnih razlogov vključiti v socialnovarstveni zavod, pa skrb za njihovo psihofizično in zdravstveno stanje prevzamejo za to usposobljeni strokovni delavci. Izvajalci zdravstvene nege in oskrbe jim skupaj z ostalimi zdravstvenimi delavci zagotavljajo varnost in podporo, ki jo potrebujejo. Z raziskavo smo želeli ugotoviti, kako so osebe s posebnimi potrebami zadovoljne z bivanjem v socialnovarstvenem zavodu in kako zadovoljstvo bivanja teh oseb ocenjujejo izvajalci zdravstvene nege in oskrbe.

Metoda: Raziskava je temeljila na kvantitativni metodi raziskovanja, metodi deskripcije. Uporabili smo tehniko anketiranja, za instrument smo uporabili dva anketna vprašalnika, ki smo ju oblikovali na osnovi pregleda strokovne literature. Uporabili smo neslučajnostni, priročni vzorec. V prvega je bilo vključenih 40 izvajalcev zdravstvene nege in oskrbe, v drugega pa 20 oseb s posebnimi potrebami, ki bivajo v socialnovarstvenih zavodih Center za usposabljanje, delo in varstvo Dobrna in Zavod za usposabljanje, delo in varstvo Dornava. Pravilno izpolnjenih in primernih za analizo je bilo 30 anketnih vprašalnikov za izvajalce zdravstvene nege in oskrbe, kar predstavlja 75 % realizacije vzorca, in 17 anketnih vprašalnikov za osebe s posebnimi potrebami, kar predstavlja 85 % realizacije vzorca. Podatki so bili zbrani in obdelani s pomočjo programa Microsoft Office Excel 2010.

Rezultati: 29 (97 %) anketiranih izvajalcev zdravstvene nege in oskrbe meni, da so osebe s posebnimi potrebami zadovoljne z bivanjem v socialnovarstvenih zavodih, 24 (80 %) jih tudi meni, da zavoda tem osebam omogočata zadovoljivo zdravstveno nego in oskrbo. Največ anketiranih izvajalcev zdravstvene nege in oskrbe meni, da bi se zadovoljstvo z bivanjem oseb s posebnimi potrebami v zavodih izboljšalo v primeru večjega upoštevanja njihovih individualnih potreb in želja ter z boljšimi finančnimi/materialnimi pogoji v zavodih (n = 6). 14 (82 %) anketiranim osebam s posebnimi potrebami je všeč zavod, v katerem bivajo, 13 (76 %) oseb s posebnimi potrebami je v tem zavodu tudi srečnih oz. zadovoljnih. 16 (94 %) jih je zadovoljnih s tem, da imajo žepnino oz. plačo in da lahko pijejo kavo. Želijo si, da bi šli večkrat na izlet (n = 8), ne marajo pa hrupa in preprirov s sostanovalci (n = 6).

Razprava in sklep: Ugotavljamo, da v obeh socialnovarstvenih zavodih, v katerih smo izvedli raziskavo, nudijo osebam s posebnimi potrebami zadovoljivo bivanje ter pestro ponudbo dejavnosti, pri katerih lahko sodeluje večina uporabnikov. Uporabniki si želijo družbe, prijateljstva in ljubezni, zainteresirani so za razna dela in z veseljem sodelujejo v delavnicah. Uživajo tudi v prostočasnih neformalnih dejavnostih, kot je pitje kave, kar kaže na to, da želijo biti samostojni in čim bolj podobni odraslim zdravim osebam.

Ključne besede: zadovoljstvo, oseba s posebnimi potrebami, zdravstvena nega, bivanje, socialnovarstveni zavod

SUMMARY

Introduction: People with special needs have a right to live a quality life in their home environment. If they have to be admitted to social welfare institutions, medical professionals take care of their physical and psychological needs. Health care professionals provide all the security and support that people with special needs require. With this study we wanted to determine how these individuals are satisfied with their living in social welfare institutions and how this satisfaction is perceived and evaluated by the health care professionals.

Method: The study was based on the quantitative research method, the method of description. We used the questionnaire technique. As the instrument, we used two questionnaires which were formulated on the basis of a survey of professional literature. We used two convenient patterns. In the first one, we included 40 health care professionals and in the second one we included 20 individuals with special needs who live in social welfare institutions: »CUDV Dobrna« and »CUDV Dornava«. The number of appropriately filled out questionnaires which could be analyzed was: 30 questionnaires for health care professionals which represent 75 % of realization pattern and 17 questionnaires for people with special needs, which present 85 % of realization pattern. Data were collected and processed by means of Microsoft Office Excel, 2010.

Results: 29 (97 %) of the health care professionals included in the study are of the opinion that the institutionalized individuals are satisfied with their living in the two social welfare institutions, 24 (80 %) are also of the opinion that these two institutions provide satisfactory health care services. These professionals also think that satisfaction of the institutionalized people would be even greater if their individual needs and wishes were even more recognized and acted out and if the financial/material conditions in the institutions were better (n = 6). 14 (82 %) of the interviewed institutionalized individuals are satisfied with their living in the institutions. 13 (76 %) of these individuals are also happy there. 16 (94 %) are content with the fact that they have pocket money or that they receive salary and that they are able to drink coffee. They would like to go on trips more often (n = 8) and they do not like the noise and quarrelling with their roommates (n= 6).

Discussion and conclusion: We can estimate that the people with special needs residing in the two institutions experience satisfactory living conditions and are given a versatile offer of activities in which the majority are able to participate. These individuals wish for company, friendship and love. They are interested in different activities and are happy to take part in workshops. They also enjoy free time, informal activities such as coffee drinking which indicates their wish to be independent and to be like healthy adults.

Keywords: satisfaction, person with special needs, health care, institutionalized living, social welfare institution