



## Examples of good practice in the Czech Republic

A)

### What works in the whole process of change (part of the good practice from the Analysis)

- National strategies and the possibility of project activities that support change
- The structure of the social services network is changing; services are more responsive to how much a person needs support and in what ways. Moving people away from residential services when they don't need them.
- Greater availability of needed services for people in the regions.
- Transformation of institutions and leaving unsuitable premises. The experience of abandoning whole large buildings, mansions.
- Good practice experience and sharing. Both good and bad practice examples are identified.
- There are methodologies and recommended practices on how to implement the transformation process and they are linked to all stages of the change process.
- There are topics in which actors need to be educated and there are already more people with experience who can act as educators (including people who have previously lived in an institutional service themselves). Support for service workers in many forms (on-site consultation, training to understand, internships, examples, methodological guidance, etc.)
- Greater participation of the people themselves - they are heard more, more emphasis on being part of what is happening, sharing people's stories themselves, self-advocacy. People are more involved in mainstream activities than before, using public services, more people in paid employment.
- Representatives of municipalities where community services have been established are willing to share their experience. So do the carers of people who were initially afraid of change.
- Risks in service transformation and measures to avoid or eliminate them are identified.
- 20 years of experience in different regions - these are not just "swallows" (isolated cases).
- Fewer people say out loud that people with disabilities should live in institutions (even if they think so :). It is not desirable (though still possible) in the context of social policy principles.
- The public are more used to their fellow citizens, people with disabilities are citizens and more part of local communities

- The existence of support organizations for people with disabilities to address their situation in related areas of life (employment, advocacy).
- Changing the environment and conditions for people with "physical" disabilities - they are hardly found in institutions anymore and live with support in the mainstream community.

## **B)**

**The above shows that the process of transformation and deinstitutionalization in the Czech Republic is extensive and involves many activities; it is not possible to include all partial examples of change in one set. Therefore, the path of referring to basic system documents, web portals, sources of videos and other numerous documents from which it is possible to draw has been chosen:**

### **Examples and Links file:**

1. **On the website dedicated to the process of transformation at the level of the Czech Republic [Transformace sociálních služeb \(trass.cz\)](http://trass.cz)** it is possible to find a comprehensive set of resources that tell about the path of change and its impact on the lives of people who have lived in institutional settings.

This website serves service providers, their founders, representatives of local governments, other cooperating organizations and, most importantly, people and their loved ones.

There are many resources available here - materials, videos, recommended documents, information for carers, analyses, expert articles, information for municipalities and regions, opportunities to sign up for training events and minutes from sharing experiences of services in transformation and other actors, etc. See preview of the structure of the site in the section on the transformation of social services:

Nezabezpečeno | www.trass.cz/archive\_2015/5-dokumenty.html

Hlavní strana Podpora projektu Vzdělávání Akce Dokumenty Média Kontakty English

**Lidé a kontakty**

- Dokumenty
- Analýzy
- Architektura a vybavení
- Děti v ústavech
- Documents (English)
- Jak na to - příklady dobré praxe v deinstitucionalizaci
- Komunikace v procesu transformace
- Manuál transformace
- Nástroje pro poskytovatele
- Odborné články
- Opatrovnictví
- Pečující osoby
- Pro kraje a obce
- Rizika transformace
- Zprávy
- Vzor Transformačního plánu

## Dokumenty

V této složce naleznete užitečné dokumenty, týkající se transformace sociálních služeb, vzešlé z předchozího projektu Podpora transformace sociálních služeb.

Průběžně sem budeme vkládat další dokumenty, které s problematikou transformace a deinstitucionalizace sociálních služeb souvisí, a které by pro Vás mohly být zajímavé a přínosné.



esf evropský sociální fond v ČR EVROPSKÁ UNIE MP SV OPERAČNÍ PROGRAM LIDSKÉ ZDROJE A ZAMĚTNANOST CESTA K ŽIVOTU TRANSFORMACE SOCIÁLNÍCH SLUŽEB PODPORUJEME VAŠI BUDOUCNOST www.esfcr.cz

The site can also be viewed and explored in English:

Nezabezpečeno | www.trass.cz/archive\_2015/8-english.html

Hlavní strana Podpora projektu Vzdělávání Akce Dokumenty Média Kontakty English

**NÁRODNÍ CENTRUM**  
PODPORY TRANSFORMACE SOCIÁLNÍCH SLUŽEB

archivní verze webu [trass.cz](http://trass.cz) září 2015

**Lidé a kontakty**

- Conferences
- Deinstitutionalization: The Ways Forward, Prague, 14. - 15. February 2013
- The Role of Municipalities in the Transformation of Social Care, Prague, 25. - 26. 4. 2012
- Life in the Community, Prague, 1 - 2 November 2011
- Documents
- Activities Handbook (DOC)
- De-institutionalising and transforming children's services (PDF)
- Transition from Institutional to Community-based Care (PDF)

## Transformation of Social Services Project

The Czech Ministry of Labour and Social Affairs has been supporting the process of transformation and de-institutionalization of social care services on a long-term basis. The strategy of replacing institutional care for people with disabilities with community-based care in their natural environment is nation-wide and is based not only on the existing Czech legislation, but mainly on the process of implementation of the Convention on the Rights of Persons with Disabilities and the reports of the European De-institutionalisation Expert Group.

**Life in an institution is a handicap. This also holds true for the disabled.**

**Transformation of social services for the disabled**

The transformation is a modification of high-capacity institutional services for handicapped persons for accommodation and support in a standard environment. Thanks to the transformation, persons with disabilities are crossing over from large institutions into flats or single-family residences in a standard development and live the standard lifestyle of their peers.



With appropriate support, persons with disabilities can live in regular households, assume responsibility for their own life, and manage to take care of themselves and their household, just as those who do not live in

**There is also a section dealing with examples of good practice and experience and is divided into videos that can be clicked to start and texts depicting** the stories of people who used to live in an institution and now live in a regular environment, perhaps with the support of a community social service.

[DOBŘÁ PRAXE | Transformace sociálních služeb \(trass.cz\)](#)

**Videos:**

[House in Nádražní Street - the story of Mr. Ivan](#)

The spot, filmed as part of the media campaign of the Transformation of Social Services project of the Ministry of Labour and Social Affairs of the Czech Republic, tells the story of Mr. Ivan, who was first a client of the Home for Persons with Disabilities in Slatiňany and today is no longer...

[And it will be better - the story of Miss Helena](#)

This short film, produced as part of the media campaign of the Transformation of Social Services project of the Ministry of Social Affairs of the Czech Republic, tells the story of Miss Helena, who lived her life in several institutions, most recently in the institution in Hajnice in the Hradec Králové Region, and lives differently today...

[Thinking and reason - the story of Mr. Peter](#)

A short film made as part of the media campaign of the Transformation of Social Services project of the Ministry of Labour and Social Affairs of the Czech Republic tells the story of Mr. Peter, who after an accident was placed in an institution in the West Bohemian Region and now, thanks to the transformation, has left it for protected housing. There his options are much wider....

[The way to life - Vincentinum](#)

In this spot, several professionals who work with people with disabilities share their experiences. How does their work make a difference? What new things have they learned? And what new things will the process of transformation bring to them as well?

[You're not on your own](#)

The birth of a child is a joyful event even if the child is disabled. Today, it is not necessary to get rid of such a child, but with the use of community services that help families keep the family together, ...

[Cage-free or good practice](#)

In the context of addressing the issue of the use of restrictive measures in social service settings, the Ministry produced the film "Without Cages or Good Practice". Due to the wide interest of the professional public, we are making a link to this document available to you via the website of the Ministry of Labour and Social Affairs.

## **Texts:**

### [Journey to Ordinary Life \(Benjamin, p. o.\)](#)

Example of good practice - area 1. Client support We would like to introduce you to the story of our former user who was not able to be with his family and had to live in an institution. Our aim was to find another more suitable housing option for him that would better meet his needs, although he was still in the target group of our service. However, we felt that it was necessary for his future life to support him to move to another service where he had new opportunities to develop further and engage in mainstream life....

### [Caring for an elderly client in a sheltered housing environment \(o. s. Společnost DUHA\)](#)

Example of good practice - area 1. Client support Seniors with mental disabilities can live in a sheltered housing environment for the rest of their lives if appropriate care can be provided in cooperation with others.

### [Services for people with intellectual disabilities in the Krnov region \(Silesian Diakonia\)](#)

Example of good practice - area 10. Community system and cooperation with other organisations In this text we would like to share an example of the implementation of community services for people with mental disabilities...

### ["This is my whole life" - exhibition of photographs by Mrs. Marie \(Dolmen, o.p.s. Agency for sheltered housing\)](#)

Example of good practice - area 9. Public outreach I would like to introduce you to Mrs. Maria and her photo exhibition. It is an example of good practice in the field of public work...

### [The Thorny Road to Happiness \(Monday Agency\)](#)

Example of good practice - area 5. Engaging other sources of support. We want to use Ms Marcela's story to show that it is possible for a client to take responsibility for their life and choose to leave an institution, despite how difficult the process can be. ...

### [The importance of volunteers for people with mental illness - volunteer involvement and support \(Diakonie ČCE\)](#)

Example of good practice - Area 5: Involving other sources of support We would like to illustrate, using the case of Mr First described below, how formal and informal concepts of integrating a person's ...

## **2. Further resources on good practice:**

As part of a campaign for the rights of people with disabilities, a series of 10 short videos on the process of deinstitutionalization was produced in the Moravian-Silesian region and repeatedly broadcast on regional television under the title [Living Normally | Programmes | POLAR - Moravian-Silesian Regional Television](#)

As part of the transformation processes, a Methodology for working with users with challenging behaviour was developed in the Moravian-Silesian Region, in view of the fact that

these users were repeatedly failing to receive services in the community. [The methodology can be found here: metodicky-ramec.pdf \(msk.cz\)](#)

The Ministry of Labour and Social Affairs is implementing the third systemic project, which supports the implementation of deinstitutionalization projects throughout the Czech Republic and the transfer of good practice. Criteria for community-based services and their evaluation have been adopted (and approved by the European Commission). Comprehensive documents can be found here: [Criteria for community-based social services and criteria for transformation and deinstitutionalization \(mpsv.cz\)](#)

The Government of the Czech Republic actively advocates and supports the process of transition from institutional to community-based services. The currently valid document for 2023 - 2025 can be found here: [e3ec4567-390f-9dbd-4a8d-3593c1f5e8ac \(mpsv.cz\)](#)

Below is a summary of other resources for inspiration, capturing good practice and experience of both social service providers who have either already undergone transformation of their services or entities that provide or support follow-up outreach and outpatient services, services in the community.

3. **Organizations operating in the country that directly develop activities that support the development of supporting people in the community**, people's self-advocacy, supporting people in decision making, engaging people in transferring their experiences, etc.

[Centrum podpory transformace, o.p.s. - pomáháme se změnou \(podporatransformace.cz\)](#)

[Jinak o.p.s. - Hledáme řešení, která jsou přirozená... normální. \(jinakops.cz\)](#)

[O nás - Rytmus](#)

[O nás | Rytmus \(kvalitavpraxi.cz\)](#)

4. Many of the **regions in the Czech Republic** have already implemented many independent activities and projects within their social policy that have directly led to changes and deinstitutionalization of social services and have had an impact on the quality of life of people with disabilities. To varying extents. From gradual changes linked to the understanding of the purpose of transformation by service providers and their staff to the completion of the transformation of originally institutionalized services and the abandonment of unsuitable buildings. At the same time, it was also about supporting the building of a network of targeted community residential, outpatient and outreach services, supporting informal carers, working with the public and schools, etc.

Here are the regions that are furthest along in the process of changing institutional services towards providing support to people in ordinary environments and can share their experiences and outcomes of the changes:

[Transformace pobytových sociálních služeb | Moravskoslezský kraj | \(msk.cz\)](#)

The Moravian-Silesian Region also commissioned an independent report on the course, process and evaluation of the implemented activities during the implementation of the deinstitutionalization process. The analysis showed that the process did not bring a substantial increase in the costs of services provided in the community, but on the contrary, it brought a substantial increase in the quality of life of people with disabilities. The full report can be found here. The Moravian-Silesian Region also commissioned an independent report on the course, process and evaluation of the implemented activities during the deinstitutionalization process. The analysis showed that the process did not bring a significant increase in the cost of services provided in the community, but on the contrary, it brought a significant increase in the quality of life of people with disabilities. The full report can be found here: [Souhrnná-zpráva-o-procesu-transformace-v-Moravskoslezském-kraji.pdf \(instand.cz\)](#)

[Transformace a zvyšování dostupnosti komunitních sociálních služeb pro osoby s postižením v Královéhradeckém kraji v roce 2022 | Královéhradecký kraj \(khk.cz\)](#)

[Pardubický kraj - Transformace pobytových sociálních služeb \(pardubickykraj.cz\)](#)

[Transformace sociálních služeb - komunitní služby pro osoby s postižením v Kraji Vysočina: Transformace sociálních služeb pro lidi s postižením v Kraji Vysočina: Kraj Vysočina \(kr-vysocina.cz\)](#)

[Transformace ve Zlínském kraji – zvyšování kvality služeb - Zlínský kraj \(zlinskykraj.cz\)](#)

5. **Experience of individual providers** (links to websites, videos):

[Hlavní stránka \(dnanovo.cz\)](#)

[Harmonie p.o. – Příspěvková organizace \(po-harmonie.cz\)](#)

[Sírius \(sirius-opava.cz\)](#)

[Benjamín \(benjaminpetrvald.cz\)](#)

[Videodokument Změna je život | Čtyřlístek Ostrava \(ctyrlistekostrava.cz\)](#)