

## **Summary**

In my thesis I deal with the integration of health and social services. I introduced the issue of two/double departmental service management and their financing, there. In addition, I described the various actors involved in the integration of services, mentioned strategic documents and legislation related to the provision of health and social care. In the case study, I mapped the health and social services provided in Louny, through street-level bureaucrats I gained information about the interconnection of services in Louny and about the factors that affect the implementation of integration of services in the town. For successful implementation of integration, it is necessary to specify the users of integrated health and social services, to create a home base for them, to provide a flexible range of services and at the same time to support the informally caring families. The lack of demand for integrated services is linked to other factors such as ignorance of citizens and low participation in caring for close relatives. Street.level bureaucrats in health and social services do not know the integration of services, they do not encounter it in practice, this factor has an impact on the motivation of street-level bureaucrats to make changes in the provision of care. An important factor is also the existing network of health and social services in Louny, when individual organizations communicate with each other and they consider cooperation to be very good. The possibility of developing sees in improvement of continuity and coordination of care services. A community nurse was introduced as a case manager. Insufficient capacity of residential institutions can be considered as a factor supporting the implementation of field services integration. The municipality, as one of the main actors, is of crucial importance in providing services to its residents. In Louny, community planning has been in place for many years, including representatives of some health services. The operation of the municipality is an important factor influencing the implementation of the integration of services. In the case study, community care and the creation of the Community Center for Health and Social Services in Louny were discussed, as well as the ongoing reform of psychiatric care.