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**Percepcije ispitanika o standardima pružanja zdravstvenih usluga i poštovanja standarda ljudskih prava osoba u rezidencijalnim ustanovama**

**Apstrakt:**

Tekst rekonstruiše percepcije različitih društvenih aktera uključenih u proces medicinske i socijalne brige o pacijentima sa mentalnim teškoćama smeštenim u zdravstvenim i socijalnim rezidencijalnim ustanovama na teritoriji Republike Srbije o standardima pružanja zdravstvenih i socijalnih usluga iz perspective poštovanja standarda ljudskih prava. Analiza je bila fokusirana na tri referentna okvira: (a) institucionalni, (b) profesionalni i (c) normativni okvira poštovanja ljudskih prava u pružanju medicinskih i socijalnih usluga. Empirijski podaci na osnovu kojih je izvedena analiza su prikupljeni uz pomoć fokusgrupnih intervjuja sa različitim društvenim akterima (lekarima, medicinskim sestrama i tehničarima, negovateljima/cama, socijalnim radnicima, psiholozima, specijalnim pedagozima i pravnicima koji su zaposleni u ovim ustanovama, kao i predstavnicima različitih stakeholdera).

**Ključne reči:** zdravstveni sistem, sistem socijalne zaštite, mentalno zdravlje, ljudska prava

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**Perceptions of interviewees on the standards of providing health services and respecting the standard of human rights of residents in residential institutions**

**Abstract:**The text reconstructs the perceptions of different social actors involved in the process of medical and social care of patients with mental difficulties who are residents of health and social resident facilities in the territory of the Republic of Serbia on the standards of providing health and social services from the perspective of respecting human rights standards. The analysis is focused on three reference frameworks: (a) institutional, (b) professional and (c) normative framework relating to respecting human rights in the provision of medical and social services. The analysis was carried out based on empirical data collected by focus group interviews with various social actors (doctors, nurses and medical technicians, caregivers, social workers, psychologists, special pedagogues and lawyers who are employed in these institutions, as well as representatives of various stakeholders).

**Key words:** healthcare system, social system, mental health, human rights