**RESEARCH ON COMMUNICATION BARRIERS IN THE PROVISION OF THE SOCIAL SERVICE OF RESIDENTIAL CARE FOR THE ELDERLY**

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***Abstract****. This article presents the results of an empirical study through case analysis related to the provision of residential care social services for adults and the elderly. The application of qualitative research methods allows to observe and analyze the specifics of the communication between the social worker and his or her clients in cases of provision of residential care to a private institution and institutions funded through activities delegated by the state. The research is based on a theoretical analysis of communication in social work, aimed at revealing barriers in professional interactions between a social worker and a client. As a result of theoretical and empirical analysis, conclusions are drawn about the significance of the confidential communication for the quality of the assistance process.*

***Key words****: social work, resident care for adult, communicative barriers*