

## **Summary**

This bachelor thesis deals with the quality standard no. 2, which is part of other quality standards applied in social services. The aim of this work is to describe in particular standard no. 2, which regulates the rights of users in social services and to present differently perceived practical experience with the introduction of standards in practice in residential services. Various investigations, research, and methodologies that describe the most common problems associated with non-compliance with standard no. 2, which I will point out in this work, contributed to these experiences. An inspection which performs an output check of its proper implementation in normal operation, has sometimes another view of the application of standard no.2. The aim of this thesis is to define the standard no.2, to describe its importance in social work and point out the possibilities of violations, practice, especially in residential services. In last part of the thesis I dedicate attention to the inspection of social services. Finally will be provided a summary of the experts who described the inspection work of the social services.