

The main objective of this work is to detect social service quality and its application in a particular home for people with physically disability – especially the application of Standard no.2 – Users Legal Protection.

The place of study is Jedlička Institute for people with physically disability people in Liberec.

In the theoretical part of the work, there is a detailed description of the personal norms and standards of social service quality, its division and especially the elaboration of Standard no.2. - Users Legal Protection. Each point includes criteria, risk areas, violation of the law and possible solution.

In the practical part, there is a characterization of Jedlička Institute in Liberec, its services and the target group of users. I did the empirical research there – concretely questionnaire survey with social service users and providers. The practical part concludes with methods, objectives and analysis of the research.

At the conclusion, I evaluate the research results and summarize my personal experience from the visit of this institution.