

Abstract

This graduation thesis is concerned with the topic of quality standards in social care and the formation process of written quality standards in some organizations in the civic sector, which offer social services. The theoretical section of this thesis concerns new legal arrangement of social services, their principles and international connections; as well as standards of quality of themselves and of the different tools which are related to them, for example inspection of the quality in social services, registration of providers and education of employees in social care services. The empirical section deals with evaluation of the research focused on the process of formatting written quality standards in organizations which were under investigation and on the presentation of obtained data which were gained, especially by observation and questionnaire inquiry in organizations.