

The title of thesis:

‘The Implementation of the Standards of Quality in a Community Centre of the Salvation Army’

The theme of the theses deals with the implementation of the standards of the quality of social services in a selected project providing a social service to elderly and disabled people. The text consists of four parts.

Part one offers a theoretical delimitation of social services and their legislative frame. It pays attention to the Law on Social Services which, along with the Standards of Quality, has newly set the conditions and influenced the quality of provided social services. The thesis deals with the protection and observance of basic human rights within the area of social services.

Part two deals with the issue of aging, changes during the old age, and considers the specifics of work with seniors while fulfilling their needs in social services.

Part three presents a specific provider of social service and points at possible drawbacks and difficulties involved in the process of fulfilling the Standard on the Protection of Rights.

Part four describes the areas in which the protection of user’s rights could be violated. It suggests prevention measures aiming at avoiding problematic situations, e.g. a conflict of interest or a discrimination of users.

The contribution of this thesis is a proposal of suggestions and measures which could be used for a more effective protection of users' human rights in a specific social service.