

The topics of this thesis are standards and control of the quality of services in social welfare institutions. The focus of this thesis is specifically on supervision in nongovernmental organizations that provides social services in the field of drug addiction. In the theoretical part the author focuses on the development of services in the field of drug addiction care. Focus is on the legislation and comparison of the attitudes towards improvement of the quality of services. Further on specific development of the quality of care is described as it was conceived by the involved departments. A lot of attention was given to the topic of supervision as an instrument enabling us to improve the quality of work. In the practical part the problem of received supervision in addictological institutions was mapped out using a questionnaire with the method of semantic differential because supervision is an essential part of the provided services in these institutions.