

## **Summary**

Inspection of the quality of social services in residential facilities.

The main goal of Inspection of the quality of social services in residential facilities is to describe the influence of inspection on quality of standards of service provided in controlled facilities.

The thesis is divided in two parts. First part presents theoretical frame of discussed issue based on professional literature. This theoretical frame consists of four chapters which present social services in general, their quality and values, quality of management and inspection of social services.

Second part includes qualitative research based on interviews with five respondents. Interviews are focused mainly on respondent's personal experiences. Results of data analysis, their overview and discussion are summarized. Based on data analysis answers to research questions are formulated.

Research provides answers to how inspection of quality of social service contributes to better understanding of meaning of standards of quality by employees and how it influences behavior of employees and state of social service in general.

## **Keywords**

Social services, residential social service, quality, values, quality standards, management, inspection of the quality of social service.