

## Abstract

**Introductions:** The diploma thesis deals with the quality of social services for people at risk addicted or dependent on addictive substances in the Karlovy Vary Region from the perspective of social workers who work with these persons in the Karlovy Vary Region in contact centers and in outreach programs. For people at risk of addiction or dependent on addictive substances in the Karlovy Vary Region, social services for people over 15 years of age work well, as well as two aftercare clinics run by the non-profit organization Kotec o.p.s. and an addiction clinic run by the organization Světlo Kadaň z.s. The respondents with whom the research was carried out for the needs of this diploma thesis stated that it would be necessary to establish at least eight additional services for the mentioned group in the Karlovy Vary Region.

**Aim:** The aim of the thesis was to map how the quality of social services for people at risk of addiction or addicted to addictive substances in the Karlovy Vary region is perceived by social workers who work with this target group in contact centers and in field programs in the territory of the Karlovy Vary region.

**Methods:** Data were obtained using a semistructured personal or telephone interview. The record sheet contained five areas, on the basis of which the goal of the diploma thesis was mapped. The research took place in June 2022. The respondents were social workers and were selected by simple purposive sampling. Six respondents from three centers that provide services to people at risk of addiction or addicted to addictive substances and which are located in the Karlovy Vary Region took part in the research. These centers are operated by the organization Světlo Kadaň z.s. (center in Karlovy Vary) and Kotec o.p.s. (center in Sokolov and Cheb).

**Results:** From the results of the research, it is evident that in the territory of the Karlovy Vary region, from the point of view of social workers who work in organizations providing social services for people at risk of addiction or addicted to addictive substances, social services are provided in the highest possible quality. These organizations cooperate with a large number of other institutions. The results of the research show that there would be a need to build other services in the region, such as a functioning detox, treatment center, therapeutic community, aftercare with accommodation, sheltered housing, starter apartments, homes for the elderly and for the aging the population of people using addictive substances. There is a lack of experts in the region, especially among doctors of various specialties, especially psychiatrists, who would adequately deal with people with a drug history, and support groups.

**Conclusions:** The diploma thesis does not provide comprehensive answers of social workers from the territory of the Karlovy Vary Region to the areas related to the quality of social work for persons at risk of addiction or addicted to addictive substances in the region. It shows only one side of the coin, when those who directly carry out their work with drug addicts commented on it. In order to obtain greater reliability of the research results, it would be necessary to carry out a research survey also among social workers from other organizations who work with this target group, e.g. with social workers from the department of social affairs and healthcare at city authorities, with social workers, who are dedicated to the homeless or work in prisons and cooperate with the organizations that participated in the research, and compare the results obtained.

**Key words:** social work, social worker, addictive user, addictive substance, Karlovy Vary Region