



Finnish Deafblind Association chose Vivago to support safe and independent living

Finnish Deafblind Association – Individual encounters since 1971

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Finnish Deafblind Association provides residential and support services for people who are deafblind or have combined hearing and visual impairments. The service complex in Hervanta, Tampere, accommodates a total of 40 customers' in a group home as well as in apartment buildings. A key feature of the operation is the diverse communication needs of the customers and the staff's strong expertise in sign language. At the end of 2025, Finnish Deafblind Association renewed its nurse call system and selected Vivago as its solution.

This article is based on an interview with Risto Hoikkanen, Executive Director of Finnish Deafblind Association.

Reliability and customer needs at the heart of the solution

When Finnish Deafblind Association began planning the acquisition of a new solution, its objectives were clear. The operating environment placed specific requirements on the solution, the most important of which were reliability, wireless functionality, and alarm features that meet the needs of the customers.

"Traditional solutions based on voice communication cannot be used in our customers' homes in the same way as in many other environments. We needed a solution that works reliably without voice communication and enables alarms to be delivered to several employees simultaneously."

The customers' active mobility also created a need for location tracking. The location tracking provided by the Vivago solution was seen as a way to enhance safety while respecting the customers' privacy.

To support its decision-making, Finnish Deafblind Association explored several alternatives and visited other care facilities to learn about their experiences. In the comparison, Vivago stood out due to its features, scalability, and certification as a medical device.

"We visited another facility to see how Vivago was being used and gained a good overall understanding of the possibilities offered by the solution. We compared several different options, but Vivago best met our needs."

Smooth and fast implementation

"The base stations were installed, the customers received their wristbands, and with some customers we practiced using the alarm button. This was probably the easiest implementation we have ever had with any system."

The long battery life and easy management of the Vivago CARE wristbands received particular thanks from the care staff. Thanks to the long battery life and fast charging, the wristbands do not need to be constantly replaced or rotated between customers.

Vivago





Finnish Deafblind Association makes versatile use of the data provided by Vivago:



Supporting RAI assessments



Monitoring customers' sleep and circadian rhythm



Developing and updating care plans



Assessing the effects of medication changes



Monitoring customers' functional ability and wellbeing

Wellbeing data supports care planning

The wellbeing and activity data provided by Vivago has given staff new opportunities to assess customers' situations and plan their care.

Care staff on night-shift make particular use of the data when prioritising their work. For example, customers' nighttime movement or visits to the bathroom can be detected at an early stage, allowing assistance to be provided at the right time.

"With Vivago, we get objective information about our customers' everyday lives. For example, a customer's perception of their own sleep does not always correspond to reality, so the information provided by the solution helps us build a more comprehensive picture of the situation."

The wellbeing data can also help identify restlessness or unusual levels of activity, which may provide indications of situations related to pain or changes in a customer's condition.

Technology cannot replace people, but it is an excellent tool to support our work. We already use many of its valuable features, and I believe we will be able to utilise them even more systematically in the future."

Vivago solution has been well received

The Vivago wristbands have been well received, and their use is perceived as enhancing safety.

The group home staff find the system easy to use, and activity and movement monitoring in particular have been found to be valuable parts of daily care.

"The solution has given our customers an increased sense of safety. Our staff also feel that they have more information about the customers' situations to support everyday decision-making."

Finnish Deafblind Association recommends Vivago to other care organisations as well

"I can warmly recommend Vivago. When your own needs are carefully defined and the staff are properly trained, the implementation is very smooth. I also always recommend visiting other organisations to learn about their experiences before making a decision," Risto Hoikkanen concludes.

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