



Creating a safe environment for patients, clients and employees

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Renco van Leeuwen, Head of ICT at Amarijn

Challenge

Amarijn is an innovative and people-oriented care organisation in Walcheren, created from the merger between WVO Zorg and Zorgstroom. With 23 locations and over 3,000 employees, Amarijn offers a wide range of care and welfare services: from domestic help and day care to intensive nursing home care and end-of-life support. At Amarijn, a warm community is central, where everyone can be themselves and feel truly at home—residents, clients and employees alike.

Healthcare institutions in the Netherlands must comply with the Care and Compulsion Act. Among other things, this means implementing an open-door policy. In practice, this is complex: some clients are subject to measures that restrict their freedom and are not allowed to go outside independently, while others want to move around freely. The use of chips in residents' shoes and neck or wrist transmitters proved not to be the right solution: they are stigmatising and only offer a false sense of security. Amarijn therefore sought a technological solution that balances freedom and safety.

Impact

After careful consideration of privacy aspects and a comprehensive DPIA, Amarijn opted for Vaidio Face Recognition. Mobotix cameras were installed at the exterior doors to detect and recognise residents' faces. If someone is on the list of residents who are unable to go outside independently, the door remains closed. If the person is not on that list, the door opens automatically.

In addition, there is a link to the care call system: as soon as someone who is not allowed outside appears at the door, the care team immediately receives a notification. This allows for quick and targeted action without the need for staff to maintain permanent physical supervision. Renco van Leeuwen, Head of ICT at Amarijn, is pleased with the solution: 'Vaidio is an intuitive and easy-to-use platform. Adjusting the various parameters is a piece of cake.'

Results

- Improved quality of life: residents without freedom-restricting measures enjoy an open and free environment.
- Increased safety: residents with freedom-restricting measures are effectively protected and under indirect supervision thanks to automatic notifications.
- Compliance guaranteed: with this solution, Amarijn demonstrably complies with the Care and Compulsion Act.