Case study

A DIGITAL TRANSLATION TOOL FOR MUNICIPALITIES

Tranemo kommun • Municipal care

The problem

Tranemo faced increasing language barriers that caused misunderstandings, stress, and safety risks – especially as many elderly residents reverted to their mother tongue. Existing language-support initiatives couldn't meet real-time needs, leaving staff without a safe, efficient way to communicate immediately across care settings.

How they use the app

Tranemo began implementing Care to Translate where the need was most acute – within a dementia unit – where language barriers were causing confusion, stress, and unnecessary strain on staff. Even small improvements made a noticeable difference, creating calmer care situations and giving staff confidence that clearer communication could significantly improve daily work. Rather than waiting for a perfect solution, the focus was on achieving immediate, practical gains.

"The staff adopted the tool very quickly. And the need was suddenly greater than we had first imagined." says Tord Rydin Johansson, Digitization Strategist.

Beyond communication with care recipients, the app also supported internal inclusion by helping staff with non-Swedish backgrounds navigate daily work and feel more integrated into the workplace. Teams further tailored the tool by creating custom phrase lists based on specific care contexts, while Live Translate provided flexibility when predefined phrases weren't available.

The result

Care to Translate helped Tranemo speed up routines and workflows by reducing communication friction, enabling faster interventions, smoother documentation, and less frustration. Staff also saw improved safety, with fewer misunderstandings and a calmer, more secure work environment, especially supporting inclusion for multilingual employees.

"The app provides a good sense of security."

On a broader level, the municipality viewed the tool as a way to strengthen equality and accessibility by ensuring people have the right to be understood. Tranemo also highlighted a scalable approach for rollout: start where the need is greatest and expand step by step as results become visible.

Read the whole case study here

www.caretotranslate.com