



# DESIGNING INCLUSIVE BEREAVEMENT CARE PACKAGES: MEETING DIVERSE CULTURAL, AGE AND BEREAVEMENT NEEDS

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## INTRODUCTION

Letters of Hope is a registered charity whose mission is to bring hope to the bereaved in times of despair. We design and deliver inclusive bereavement care packages. Recognising that bereavement is a multifaceted and deeply personal experience, we provide tangible comfort, practical support and emotional connection through thoughtfully curated care packages.



## METHODS: CO-DESIGN APPROACH

Our approach is grounded in compassion and inclusivity. Through collaboration with bereaved individuals, community members and healthcare professionals our care packages are co-designed to reflect a broad spectrum of experiences and preferences. Our care packages are inclusive through:

### CULTURE

- PROVIDING COMFORT ITEMS THAT HONOUR DIVERSE CULTURAL BACKGROUNDS

### BEREAVEMENT TYPE

- TAILORED FOR CHILD LOSS, SPOUSAL LOSS, PARENTAL LOSS

### AGE

- ESPECIALLY DESIGNED ITEMS FOR CHILDREN OR ADULTS

### PERSONALISATION

- EACH PACKAGE IS ADAPTED, ACCESSIBLE AND MEANINGFUL TO THE INDIVIDUAL

Key components of the care packages include soothing items such as comforting socks, eye masks, teas, nourishing snacks, memory aids like journals and photo frames and sensory-friendly products that support emotional wellbeing. Child-focused kits incorporate therapeutic play materials and storytelling resources to help young people navigate grief.

"... EVERY ITEM IN THE BOX SENDS A VERY DEEP AND PROFOUND MESSAGE TO ME AND I AM DEEPLY TOUCHED."

"IT WAS LIKE RECEIVING A HUG IN A BOX. EVERYTHING FELT WARM AND COMFORTING AND I FELT TRULY SEEN... "

"THANK YOU SO SO MUCH FOR THE PACKAGE, I'VE JUST RECEIVED IT. IT'S SO BEAUTIFUL & THOUGHTFUL, I REALLY APPRECIATE THIS SO SO MUCH..."

"...I HAVE NEVER SEEN ANYTHING LIKE THIS BEFORE AND IT'S PERFECT IN SO MANY WAYS I CAN'T EVEN EXPRESS"

## RESULTS

Qualitative feedback from recipients report emotional upliftment upon receiving care packages. Feedback is also gathered to continually refine packages to meet diverse recipient needs. This approach ensures a balance between inclusion and practical delivery within charitable bereavement care.

## CONCLUSION

This work demonstrates that care packages honouring cultural traditions, age-specific needs and different bereavement types can be powerful healing tools. Letters of Hope's approach shows that bereavement support which recognises diversity can help those grieving feel seen and supported.

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