

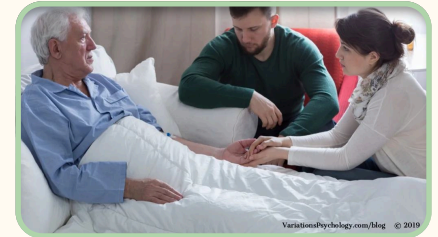
12 Cups of Care

A design for the next of kin of the patient aiming to create a moment of self-care during the intensive palliative care



Context

The next of kin of Head and Neck Cancer patients in palliative care in the Netherlands often feel unprepared when the shift from curative to palliative care begins. While HCPs remain available for contact, communication during this period relies more on patients and family members, who often do not reach out proactively despite ongoing issues. Moreover, family and patient may not have enough time to reflect their well-being before responding. Many feel less mindful and even guilty when taking time to rest or care for themselves. This highlights a design opportunity: to remind them of the importance of self-care during this phase and offer simple ways to support their own well-being. In collaboration with **Erasmus MC**, the project aims to explore the possibility of design intervention for the well-being of the HNC patient family that is or has gone through palliative care.



Reflect

Deliver a comfort and soft message to the family caregivers (the next of kin). A gentle and warm reminder to take care of themselves

Try to care for yourself, too. Only by keeping yourself well can you stay strong for the one you care about.

Take small steps. Let small moments be enough. You don't have to do everything — just what you can when you can.

During palliative care, your loved one's needs will grow — but so might your own struggles.

It's normal to feel tired, overwhelmed, or unsure. You may forget to eat, to sleep, to rest well.

100 °C 2-3 min



Act

Use the habit **holding the tea tag and dipping in the water** as a touch point to further provide a reminder to take care of themselves and some activities they could do.



Hibiscus

Let a melody fill the room

Peppermint Tea

Let a stretch wake you up

Turmeric Herbal

Let a warm meal start your day

Rooibos

Let the nature come in

Chamomile Tea

Let yourself find peace

Lavender Tea

Let the golden hour comfort you



Green Tea

Let your hands tend with care

Lemon Balm

Let the day begin with calm

Black Tea

Let a soft scent fill the room

Ginger Tea

Let photos guide your thoughts

Earl Grey

Let your feelings be heard

Rosehip Tea

Let the city move around you

What is 12 Cups of care?

12 Cups of Care is a tea collection that invites the next of kin to pause, reflect, and act on their own fundamental needs. The concept integrates the theory of 13 fundamental needs from Desmet & Fokkinga, 2020. Connecting the fundamental needs with everyday activities to create a sense of fulfilling. Each tea envelop comes with a special tea, a gentle reminder, and inspirations for actions. The visual cue with the themed tea tag together support the user to create space for self-care.

Desmet, P., & Fokkinga, S. (2020). Beyond Maslow's Pyramid: Introducing a typology of thirteen fundamental needs for Human-Centered Design. *Multimodal Technologies and Interaction*, 4(3), 38. <https://doi.org/10.3390/mti4030038>

Why 12 Cups of Care?

12 Cups of Care shares a message about the importance of self-care during this phase. Using tea as a familiar and comforting medium, it offers a safe space where the user can relax, reflect, and feel encouraged rather than pressured. Each tea provides small inspiration to act on their own fundamental needs, in simple ways that fit into daily life. The product can be delivered either by the hospital to show a sense of care or by a present given by a friend when the family is in the transitional phase from curative to palliative care, during which the family endures most pressure.

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12 Cups of Care

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Design for Interaction

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