

# How to identify an unpaid carer: Signs of an unpaid carer

The following are examples and scenarios in which you could identify someone being an unpaid carer:

- Signs of physical and mental strain. This could be a lack of personal care, a change in appearance, tiredness, fluctuating emotions.
- Multiple phone calls - Someone you're with mentions or receives multiple phone calls. They're providing emotional support over the phone, organising shopping, and appointments. The caller may be experiencing memory problems, forgetting they've already called.
- Lateness, absences, or disengaged at work.
- No time for social activities – cancelling plans, too busy doing things for other people.
- Unable to keep on top of everyday tasks such as housework or grocery shopping.
- Helping someone with personal care, for example washing and dressing.

If you encounter anyone in these situations it is worth asking them if they have thought about what support may be available to them and providing them with Devon Carers contact information.

If you are unsure how to begin the conversation, see our guide on how to talk to an unpaid carer.

 01392 307720

 [info@devoncarers.org.uk](mailto:info@devoncarers.org.uk)

 [www.devoncarers.org.uk](http://www.devoncarers.org.uk)





## What do Devon Carers do?

We support unpaid carers to maintain their own health, wellbeing and independence; and to care safely, confidently and effectively. We provide carers with the information and advice they need in their caring role. We also help carers find support in their community and from local community organisations.

## Digital Resources

Our website is a great source of information, news and what's on across Devon, including access to the Carers UK Digital Resource via the Devon County Council website.

## Helpline

Our Helpline team can provide information, advice, and support throughout all stages of the caring journey. Carers can speak to an adviser on the telephone 01392 307720 or via webchat on our website. Our helpline is open from 8am–6pm Monday to Friday and 9am–1pm on Saturdays.

## Carers Passport

This is a handy passport-style wallet to keep a personalised carers' ID card, alert card and information booklet. It identifies a person as an unpaid carer, opening doors to recognition and support.

## Training

We run a variety of free face to face and online training courses. These help carers to develop new skills and knowledge that they may need to become more confident in their caring role. We are also able to support carers to access the HOPE programme which has been developed to help people cope better with long-term medical conditions.

## Peer Support

We understand that carers can sometimes feel lonely or isolated because of their caring role. This can affect their health and wellbeing. Our Peer Support offer brings carers together for mutual support by offering regular groups, one to one or small groups and activities.

## Money

Working out what benefits or tax credits carers might be entitled to can feel overwhelming and getting the right information and support can make a huge difference. Working with Citizens Advice Devon, Devon Carers can support carers to access specific advice on finance, debt and benefits.

## Hospital Services

An award winning service offering one to one practical help, support, advice and signposting to ensure the carer and the person they look after can cope if either at risk of being admitted to or following a stay in hospital.

For more information or to access one of the services please contact us using webchat on our website [www.devoncarers.org.uk/support](http://www.devoncarers.org.uk/support), by email on [info@devoncarers.org.uk](mailto:info@devoncarers.org.uk) or telephone **01392 307720**.