More than 10% of respondents started to provide care as a result of the pandemic. The impact of the pandemic was more severe for women than for men. 14.5% of carers and 14% of carers recipients have been infected by the COVID-19 coronavirus.

Average number of weekly hours of informal care provided increased by 17%.

Only 17.5% of informal carers feel that their caregiving during the COVID-19 crisis has been well valued by society. 90% of carers are concerned by the consequences of COVID-19 on their caring role.

61.7% of carers feel overwhelmed. 49% of carers are concerned by the consequences of COVID-19 on their caring role.

Increase in caregiving activities:
- 37.7% of carers are concerned by the consequences of COVID-19 on their caring role.
- 43.7% of carers feel overwhelmed.
- 43.9% of carers are concerned by the consequences of COVID-19 on their caring role.
- 49.7% of carers feel overwhelmed.
- 60.3% of carers are concerned by the consequences of COVID-19 on their caring role.

Aspects of life most negatively impacted by the pandemic:
- Access to health/social services
- Physical and mental health
- Quality of life
- Social network/participation
- Care coordination and support
- Practical help in person
- Remote communication
- Emotional support
- Help with transportation

79%, 71%, 61.7%
48% carers benefited from the support of public or private health and/or social services.

29% Difficulties in accessing public or private care services for themselves.

37% Difficulties in accessing services for the care recipient.

Most effective sources of support to carers during the pandemic:
- Family members: 42.2%
- Pharmacists: 40.1%
- Friends and neighbours: 21.7%
- General practitioners: 20.8%
- Public health services/professionals: 17.9%

58.5% carers not sufficiently supported in their caregiving.

Services most used by carers during the COVID-19 outbreak:
- Medication/drugs delivery: 66.5%
- Health care services: 48.9%
- Social care services: 43.4%
- Telephone services: 42.9%
- Groceries/meals delivery: 34.0%
- Medication/drugs delivery: 29.3%
- Health care services: 28.8%
- Social care services: 24.9%
- Telephone services: 24.9%
44% Pandemic has had no impact on their employment status
8.8% Unable to work
18.5% Reduced working hours/tasks
5.2% Sudden unemployment

20% decrease of income

Not able to reconcile paid work and caring responsibilities during the pandemic

49% Flexible working arrangements
31% Flexible working hours
22% Paid/unpaid leaves

Reconcile paid work and caring duties during the COVID-19 outbreak
Widespread use of tools and technologies during the pandemic

78% of carers never used care-related technologies

Only 27% would be interested

Main reasons for using technologies

- Stay in contact: 95.4%
- Take care of finances: 90.8%
- Obtain information: 89.3%
NGOs and carer/patient organisations

Public and/or private services

- Information and advice on the pandemic
- Guidance and support on how to access care
- Medication/drugs delivery
- Grocery/meals delivery
- Information on care recipient

Companionship to combat loneliness

Counselling/information via helplines

Ensure national legislation recognition

Guidance and support on how to access care