

Title of WI: Body Mapping

Custodian: Quality

Version Number: 03

Issue date: 18.09.25

Review date: 18.09.28

### WORK INSTRUCTION (WI)

<b>Title of WI</b>	Body Mapping		
<b>What type of document is this?</b>	Work Instruction	<b>WI Reference Number</b>	HHH-W.I-012
<b>Purpose of WI</b>	To ensure that all relevant employees have clarity, guidance and understanding with regards to body mapping.		
<b>Role</b>	<b>Responsibility</b>		
Carer	To undertake a full body check on each customer when performing personal care, document any skin abnormalities on the body map and escalate any concerns to care manager.		
Care Manager	To review and action all body maps and provide guidance to carer on the management of findings. To assist the carer to escalate concerns to District Nurses/GPs and inform the safeguarding lead if required.		
<b>Scope of WI</b>	<p>This Work Instruction will detail the process of completing a body map on a Helping Hands customer, including when/who to escalate concerns to.</p> <p>The work instruction applies to cares, branch teams and the Quality team.</p> <p>Cares complete a bod map and corresponding detail in the Customer Notification form.</p> <p>Branch teams action the Customer Notification form and open and action a Body Observation form.</p>		

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## 1.0 Objective

- 1.1 A body map will be completed by all employees, when they recognise or notice an area of concern on a customer's body. Examples of these areas of concern will include pressure areas, bruises, cuts, wounds, red areas, scalds and burns and any other marks.
- 1.2 This work instruction will specify when and how to complete a body map.

## 2.0 Process

- 2.1 A body map will be completed on the first initial new business assessment held by the Care Manager / Responsible Person. The Care Manager / Responsible Person will use the Body Observation form to document any marks on the body that the customer has before the first care visit commences. These marks will include but are not exhaustive to the following:
  - pressure areas
  - red areas
  - cuts
  - bruises
  - wounds
  - blisters
  - scalds and burns
- 2.2 When an existing customer returns to Helping Hands after being in hospital and or respite etc, the Care Manager will use the Body Observation form to document any marks on the body that the customer has before the first care visit commences (as listed above).
- 2.3 Where customer has capacity and refuses to discuss marks or areas of concerns on the body, this will be documented in the support plan.

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- 2.4 It is the responsibility of Branch Care Managers to ensure that all branch employees and carers know how and when to complete a body map.
- 2.5 When an area of concern is reported to the Care Manager, it is their responsibility to ensure the appropriate process is followed and reported i.e. incident and / or safeguarding notification.
- 2.6 The Care Manager will ensure that all parties involved in the customer's care are informed of any marks and or areas of concern on the customer's body.
- 2.7 All concerns reported will be reviewed by the Care Manager.

**3.0 Instructions for Cares**

- 3.1 When cares undertake the first care visit for a new or reactivated customer, they will complete a full body check where applicable and report and record any marks or areas of concern on the body map which located in the Customer Notification form.
- 3.2 Where any marks appear on the customer's body at any time during the customer's journey with Helping Hands, the carer will document this on the body map which located in the Customer Notification form.
- 3.3 Where applicable, the carer will ask the customer how they got the mark on their body and record this explanation in the Customer Notification form.
- 3.4 The Carer will ensure that the Customer Notification form is submitted on the system.

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3.5 Where there are concerns of red marks or pressure areas, the carer will contact their local district nurse team or GP and take instructions from them.

3.6 Where there are concerns of a possible safeguarding, the carer will report immediately to the Care Manager and take instructions from them.

**4.0 How to Complete a Body Map**

4.1 The carer completing the body map should open a Customer Notification form on the system and complete the required fields including the body map detail box (*see appendix Image 1*).

4.2 The carer completing the body map will then record the area of concern in the body map detail box using a number(s). Numbers denote areas of the body as shown below (*see appendix Image 2*).

4.3 The carer completing the body map should complete in detail comments and the date the concern(s) was identified.

4.4 Once the Customer Notification form is submitted, the branch team will action the 'Branch/Office Staff Section' of the form (*see steps 4.5 to 4.7*)

4.5 The branch team will select the relevant form to open from the dropdown list: Body Observation. After selecting 'submit', the Body Observation form will open with the corresponding 'body map detail'.

4.6 The Customer Notification form can be closed.

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4.7 The branch team will open the Body Observation form and ensure to action the remaining questions / fields.		
<b>TRAINING</b>  Is training required?	No	
<b>COMPLIANCE</b>  How is compliance with this document going to be monitored?	Quality audits and review of body observation by branch teams and care managers. Review of customer notification forms during Manager Monthly Governance reviews.	
PROCEDURAL INFORMATION		
Changes since previous version	<ul style="list-style-type: none"><li>• Removal of LICM (role no longer present in HH)</li><li>• Introduction of scope</li><li>• Amendment of body map terminology, as the carers document body map detail on the Customer Notification form which after submission is transferred onto a Body Observation form by branch teams.</li><li>• Removal of auditing section as each body map is individually actioned by branch teams.</li></ul>	
Who was involved in developing /reviewing/amending the document? (list titles)	Quality Assurance Business Partners Quality Development Lead Regional Assessor Quality Assurance Director Clinical Team	
How confidential is this document	Restricted	Can be shared freely within Helping Hands but NOT outside
References		
Associated Documents	HHH-W.I.054 – Auditing & Audit Tools	

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Appendix

Image 1

**Body Map Detail** •  
You must include the area of concern using the corresponding numbers on the body map above, clear body map notes such as anything the customer discloses on examination or information received from any other source regarding injuries, clear explanation of the area(s) concern and the date(s) identified.

Image 2

