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@w.

Four years after their relatives died at the Gosport War Memorial hospital families feel they have shed some light on how their loved ones were treated there. Gillian Mackenzie's mother died shortly after being admitted to recover from a urine infection. She's been fighting for some answers since 1998.

@y.

"It would appear from the report that I was absolutely right, the wrong drugs were given to people who were there for rehabilitation. They were sedated, they were dehydrated I don't know whether that has come up in the report or not. But obviously the care was far below par".

@w.

The Commission for Health improvement report confirmed what relatives had suspected all along - the NHS trust had failed to ensure good quality patient care. It found, in 1998 there were insufficient guidelines for the prescription of powerful pain relieving and sedative medicines. And that a lack of review and checking policy led to high levels of prescribing on wards for the elderly continuing unquestioned. Today officials from the trust that runs the hospital apologised to relatives.

@b.

"I'm not trying to in any way not apologise for the distress that has happened to relatives of patients who died. That would be ridiculous, of course, yes".

@g.

"And I apologise today again in public for the times when the standards of care at Gosport war memorial for the families and patients concerned fell below the standards that we would have expected".

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@w.

The investigation added that sufficient policies and guidelines are now in place and adhered to at the hospital. However the CHI can't determine whether the levels of drugs administered led to patients deaths nor can it hold individuals accountable.

@c.

"I do feel that there's very much an ethos that the new procedures that are in place are hunky dory and everything's wonderful and yes there was a problem in 1998 so be it - everything's auk now so they don't appear to want to do anything".

@z.

"Well I think this is proof there was mismanagement of drugs whether you could put it down to any individual I'd very much doubt".

@w.

The trust is now planning to implement improvements based on the CHI's recommendations by August this year.